



Job Description & Selection Criteria

Position:	Case Coordinator
Service:	Toora Alcohol and other Drug Service
Classification:	MEA Level 5/6
Appointment Type:	Full-time Monday to Friday, 76 hours per fortnight

PRACTICE FRAMEWORK:

Toora Women Inc. supports women with complex issues who have experienced past or present trauma, such as:

- domestic, family and sexual violence
- mental health issues
- drug or alcohol dependency
- homelessness or needing support to stay out of the homelessness system
- time in ACT Corrections.

Our domestic violence, homelessness and AOD health treatment programs range across a variety of settings, such as, crisis, transitional and head tenancy accommodation, day programs, counselling and outreach support. This allows Toora to provide wrap-around trauma-informed care within an integrated service system. We deliver these complex services within a human rights and gendered framework.

Our current drug and alcohol and homelessness programs range across variety of settings such as crisis and transitional accommodation, day program and outreach support, allowing Toora to provide a wrap-around trauma-informed care model, in an integrated service system. We deliver these complex services within human rights and gendered framework.

All services are based on a theoretical model of recovery, respect and empowerment. This includes encouraging self-help and minimizing the effects of institutionalization and the harm associated with dependencies.

Toora Women Inc. is committed to employing women whose life experience and skills match that of the target groups of our services.

SUMMARY OF BROAD PURPOSE OF THE POSITION

The Case Coordinator (CC) will possess specialized AOD expertise and knowledge to work towards alleviating the effects of AOD dependency and its contributing factors through the provision of service delivery to women accessing the Toora AOD programs. The SCC will provide support and debriefing to all staff of a service area utilizing specialized experience and knowledge.

This position will provide variety of service delivery support to single women or women with accompanying children, who are accessing the Day Program, supported accommodation or outreach services.

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PERSON SPECIFICATION/ SELECTION CRITERIA

- Diploma level qualification in relevant field (AOD, Community Service or Mental Health) and 5 years' sector experience
- Bachelor level qualification in relevant field (Social Work, Social Science, Health or Psychology) and 3 years' sector experience
- Experience working with women with complex and co-morbid AOD presentations, knowledge of and evidence of application of evidence based AOD and mental health treatments and frameworks.
- Case management foundations (AOD assessment, motivational interviewing, brief and relapse prevention interventions etc.) within trauma-informed gendered case management framework
- Well-developed communication skills
- Ability to work as a part of a team in all AOD settings
- Proficient computer skills including the use of Microsoft Office applications
- Current drivers license and Working with Vulnerable People registration

JOB SPECIFICATION

1. Reporting/Working Relationships

The SCC is ultimately responsible to the Executive Director. She will be supported by and responsible to the Director and Manager on a day-to-day basis.

This position requires the development and maintenance of strong working relationships with:

- TWI Executive Team
- TWI Leadership Team
- ATODA
- AOD Program
- Directions, Karrilika and other relevant AOD programs
- Other relevant AOD services

2. Conditions of Employment:

- The duties of this position may be adapted to changing organisational requirements as determined by the Toora Women Inc. planning processes. Any change to the job description will not occur without consultation with the staff concerned.
- Some out of hours and on-call work may be required.
- Must possess a current driver's licence and be willing to drive.
- Must possess Working with Vulnerable People registration.
 - Required to work from any location, within integrated Toora Inc. service system.
- Must adhere to the policies and procedures of the organisation.
- Must work respectfully and collaboratively with other team members

Deliverables

Administration

- Monitor individual, peer and aggregate performance outcomes within the AOD residential team, including KPI, contractual outputs and bed utilization data.
- Oversee the data collection of individual, peer and aggregate outcomes with the residential team
- Responsibility for first draft of performance reports including data and analysis for contractual outcomes and outcomes.
- Lead conversations in the development and implementation of QA activities to maintain accreditations
- Undertake computer operations requiring technical expertise and experience and otherwise understand all areas of computer operation to meet the needs of the job.
- Provide progress reports on activities and programs including recommendations and improvements,
- Develop and implement programs and procedures including planning and coordination with consideration to contract, resources and budget.
- Undertake a minor phase of a broader or more complex professional assignment, where required.

Strategic leadership

- Act in the position of Manager as required by TWI Executive Team
- Provide debriefing and line supervision to AOD staff as required by the Manager
- Control and coordinate projects within the AOD residential team, including process and procedure, service delivery models, evaluation and monitoring of evidence based methodology and frameworks.
- Support staff in the resolution of complex client concerns or presentation within the work area

Service delivery

- Provide expert advice on matters of complexity within the work and/or specialised area, as required.
- Support colleagues as an escalation point, with clients who may be distressed, unpredictable or uncooperative through specialized expertise and advice
- Supervise/manage the day to day operations of a work area, and monitor work outcomes and outputs within budgetary constraints, as required.
- Undertake complex initial assessment (triage) and comprehensive client assessments, including safety and risk.
- Undertake case management following procedures, guidelines and statutory requirements
- Undertake alcohol and drug interventions underpinned evidence based models of care and treatment approaches.

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- Maintain a designated caseload of clients with complex or comorbid presentation utilizing specialist skillset, set autonomous priorities and monitor work flow.
- Provide accurate records in SRS of all aspects of support provided to clients including: case management plans, identified needs, priorities, goals, action, notes, or other relevant information or documentation to meet legal requirements.
- Undertake basic mental health screening and brief intervention.
- Provide motivational interviewing as a primary counselling approach.
- Provide relapse prevention as a primary AOD intervention approach.
- Provide harm reduction strategies.
- Provide referrals to relevant services.
- Provide outreach support to women in AMC, Detox and other locations, as required.
- Ensure that women accessing the service receive high quality and timely support.
- Work collaboratively with other services to assist client's family members.
- Measure and record women's progress through treatment using evidence based tools.

Professional Practice, Professional development and Performance Management

- Engage in professional development activities
- Attend clinical supervision and reflective practice
- Attend to regular supervision with the Manager or Director and accept direction.
- Participate in performance management/appraisal activities as determined by the organisation.

Teamwork, Networking and Liaison

- Participate in meetings (including Advisory), as required.
- Represent Toora Women Inc. in a professional manner on external committees or working parties relevant to the work area.
- Maintain effective, positive relationships with all relevant stakeholders.

Work Health Safety / Quality Improvement Systems

- Adhere to Toora Women Inc. WHS policies and procedures including self-care policy.
- Take reasonable care to protect their own health and safety at work and meet all obligations under the WHS Act 2011
- Work in accordance to relevant sector standards and participate in Toora Quality Improvement Systems including auditing, surveys and needs analysis.
- Provide reports on progress of activities and programs including recommendations and improvements

General Accountabilities

- Undertake other duties, as directed