

Job Description & Selection Criteria

Position:	Case Coordinator
Service:	Toora Alcohol and Other Drug Services (AOD)
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; **and/or**
- time in ACT Corrections.

Our current 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.

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.

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.

REPORTING/WORKING RELATIONSHIP

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

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

- Toora Executive Team
- Toora Leadership Team

Our Mission: Safety, Respect and Choice for Women

- ATODA
- AOD Program
- Directions, Karrilika and other relevant AOD programs; **and**
- Other relevant AOD services.

DELIVERABLES:

Service Delivery

- 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
- Maintain a designated caseload of clients with complex or comorbid presentation utilizing specialist skillset, set autonomous priorities and monitor workflow
- Provide accurate records in SRS of all aspects of support provided to clients including:
 - Case management plans
 - Identified needs / priorities / goals / actions / 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

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
- 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, undertake a minor phase of a broader or more complex professional assignment, where required.

Teamwork, Networking & 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.

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.

In addition – Senior Case Coordinator Level 6

- Level 6 employees will work mainly autonomously and under limited direction from more senior employees or management.
- They will often perform a variety of tasks that may involve the development of operational practices, policies, and guidelines.
- Employees will have more responsibility and influence over the operational activities, they may also be required to prepare the organisational budgets and establish work procedures.
- Employees could also be asked to negotiate matters on behalf of the organisation and are expected to have a comprehensive understanding of the organisation’s long-term goals.
- Level 6 employees may draw upon their expertise to exercise decision-making and advise employees at lower managerial levels. For the areas in which they are responsible, employees are expected to set outcomes to achieve the organisational objectives. They may also be required to organise and coordinate programs and projects and will be senior members of the project team.
- Employees will have an increased amount of:
 - Responsibility
 - Impact on activities and objectives;
 - Decision making and authority;
 - Ability to delegate tasks;
 - Provision of expert advice.
- Due to the increased level of responsibility and authority, employees under this classification will require a high level of interpersonal skills to achieve results and motivate staff. They are expected to be able to exercise and implement effective staff management and personnel practices.

Work Health Safety / Quality 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 with 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.

SELECTION CRITERIA / PERSON SPECIFICATION

Essential Qualification

- 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
- Current driver's license Working with Vulnerable People registration

Essential Experience

- Minimum 3+ years' sector experience (with Bachelor Qualification) or
- Minimum 5+ years' relevant sector experience (with Diploma Qualification)
- Experience with working with homeless women with high and complex needs, particularly with alcohol and drug dependencies, mental health concerns, sexual assault, domestic violence, incarceration, and women from diverse backgrounds.
- Case management foundations (AOD assessment, motivational interviewing, brief and relapse prevention interventions etc.) within trauma-informed gendered case management framework
- Demonstrated capacity to work with challenging behaviours and crisis situations.
- Computer skills in Microsoft Office.
- Well-developed communication and teamwork skills.

Desirable Experience

- Short-term intervention skills, advocacy within a feminist framework.
- Comprehensive assessment and engagement skills, knowledge and experience of case management and trauma-informed practice.
- Record keeping and data entry skills using SHIP database.
- Relate sensitively with women of diverse cultural, social, economic backgrounds in helping/supporting clients in an effective and efficient manner.

Personal Qualities & Behavioural Traits

- Communicate with influence in a positive, proactive, constructive, responsible, and respectful manner to inspire and empower others.
- Communicate by showing an awareness of the impact of the communication style on the receiver, adapting personal style to audience.
- Be committed to our mission: Safety, Respect and Choice for Women.
- Be flexible and responsive to the changing environments.
- Be committed to providing quality programs and excellent services and support that represent leadership and innovation.

Conditions of Employment

- The duties of this position may be adapted to changing organisational requirements as determined by the service planning processes.
- Any change to the job description will not occur without consultation.
- Out of hours work may be required.
- Required to work from any location, within integrated Toora Inc. service system.
- Work collaboratively within Toora Women Inc. service system.
- Must adhere to the policies and procedures of the organisation.

- Adhere to the Toora Women Inc WHS policy and related procedures and take reasonable care to protect your own health and safety at work and meet all obligations under the WHS Act 2011
- Participate in Toora Quality Improvement Systems including auditing, surveys and needs analysis
- Understand and adhere to all Toora policies and procedures.