

Position Description

The Position Description forms a part of an integrated planning process to ensure that individual performances align with the strategies and community directions of ASG. The Position Description also provides the basis on which selection criteria for the position are determined.

GENERAL DESCRIPTION

Position:	Rehab Client Case Coordinator - LTW	Location:	Monarto, SA (LTW)
Reports to:	Acting Manager – LTW	Award:	SCHCDS Level 3.2

PURPOSE STATEMENT

Aboriginal Sobriety Group Indigenous Corporation (ASG) is an Aboriginal Community Controlled Corporation that values the practice and determinations of Aboriginal culture; customs and tradition. ASG encourages positive and better life experiences empowering our clients and their community to maintain sobriety.

ROLE PURPOSE

To provide social justice supports through casework to our Rehabilitation clients at Lakalinjeri Tumbetin Waal (LTW)

ESSENTIAL DUTIES AND RESPONSIBILITIES

Function	Key Responsibilities	Key Performance Indicators
Service Delivery	<ul style="list-style-type: none"> Initiating and monitoring rehabilitation plans for clients and liaise with allied health services to deliver appropriate, culturally safe programs to clients Ensure coordination and administration of the day to day running of client operations are adhered to Be a part of the assessment of clients entering the rehabilitation centres for LTW clients Promote substance free, independent living for clients by providing clients and their families with information, support and relevant services as appropriate. Develop and supervise programs and educational activities for clients. This may include arranging for Residential Careworkers to take clients to appointments or keeping them motivated and engaged. 	<ul style="list-style-type: none"> 80 – 90 % bed occupancy rates at all times Evidence through monthly reports Evidence in minutes of meetings of assessments Evidence of risk assessments Support to clients to remain drug and alcohol free and encourage clients through their journey in rehabilitation Number of sessions per rehab clients evidenced in Monthly reports

	<ul style="list-style-type: none"> • Ensure that programs and activities for clients are managed and documented accordingly in case plans and in the database. • Act as intermediary and advocating for clients and their families with other health care professionals, referral services and other organisations including Courts, Police, Legal services and Correctional Services • Encourage clients who want to change from drug and/or alcohol dependant lifestyles by providing support and guidance to facilitate their needs or requirements • Contribute to drug and alcohol misuse and rehabilitation casework support through continuously reviewing and developing casework and counselling services in response to changing community needs and where appropriate, making recommendations to improve service delivery • Evaluate client needs, initiate and monitor and implement appropriate client-focussed rehabilitation programs and plans. • Review and develop casework and counselling services and making recommendations to improve service delivery under a continuous improvement framework 	<ul style="list-style-type: none"> • 50% clients per annum completing 12 week program. Evidence in monthly reporting • Evidence of supporting client needs by assisting in developing and monitoring of client-focussed rehabilitation programs and plans. • Evidence in meetings and care plans for individual clients • Support clients to work with ASG or other appropriate services. • Advocate and assist clients and their families to access other external services where appropriate • % of clients succession planning • Evidence of Meeting Minutes
Operational Responsibilities	<ul style="list-style-type: none"> • Achieve client targets and ensure KPI's are met as per NIAA funding and service agreement • Review and document all relevant entries of shift reports completed on each shift • Respond to requests for information according to Aboriginal Sobriety Group's policy and procedures. • Ensure that everyday community engagement is integrated into the work in the service in a way appropriate to the client, community members and the aims of the service. • In collaboration with the Acting Manager, develop and articulate clear programme values and purpose which corresponds to the ASG Strategic practice framework. • Work proactively within the sector to work collaboratively with agencies. 	<ul style="list-style-type: none"> • Evidence in Monthly Activity reports to Acting Manager • Accurate database entry • Reporting discrepancies to Acting Manager • Regular attendance at team meetings and promotion of the values of the service and advocacy. • Evidence of collaborative working relationships with government and non-government agencies

	<ul style="list-style-type: none"> • Ensure delivery of programs to clients are reflective to the needs of the rehab clients base • Be an active member and contribute to building a positive and cohesive team environment. • Adherence to providing a safe and clean environment for clients, staff and visitors. • Actively develop and maintain good working relationships with external individuals, organisations and networks in a professional manner • Assist Acting Manager to create Staff Rosters, upon request. • When On call arrange covers of shifts, as required so all shifts have been covered in a reasonable timeframes and recorded accordingly against existing roster and provided to Acting Manager for sign off. • When On call address any matters arising and act as per ASG policies and procedures. • Ensure secure management of client data and client files and compliance with ASG policies and legislation. • Ensure all Incidents are reported to the Acting Manager • Ensure client feedback is evidenced as per ASG policies and procedures • Ensure sound experience to addressing conflicts with clients and / or staff • Assist and support clients to access and participate in programs and activities, which are culturally respectful and contribute to opportunities for them to improve their well-being and reduce substance dependency • Program discussions remain confidential and does not go outside working hours 	<ul style="list-style-type: none"> • Work with allied health services to deliver programs to clients. • % of programs delivered monthly • Evidence of communication • Advocate and assist clients and their families to access other external services where appropriate, including government, community and specialised services. • Evidence of Communication and recording • 100% accuracy of recording for staff covers when on call against timesheets and communication with Acting Manager • Evidence of Incident Reports • Evidence of feedback • Evidence in monthly reports • Evidence in documentation • 80 % of clients contributing to programs and activities evidenced. • Evidence of Breach to Confidentiality
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Staff Support	<ul style="list-style-type: none"> • Work as a member of a small team providing rehabilitation services and support to drug and alcohol affected clients resident in ASG's rehabilitation accommodation at Monarto, • Work collaboratively with Aboriginal Sobriety Group's support staff. • Attend regular monthly team meetings • Attend regular coordinator meetings • Attend training and professional development opportunities as delegated by the Acting Manager. • Work with the Acting Manager to ensure that the principles of community development are aligned with the everyday operations of our accommodation service. • Contribute to the development and implementation of policies and procedures • Promote and present a positive and professional image of Aboriginal Sobriety Group to other staff, clients and the community in general. 	<ul style="list-style-type: none"> • Completion of induction and orientation. • Evidence of attending Professional Development Meetings • Evidence of meetings minutes • Evidence of meeting minutes • Evidence of regular attendance at team meetings. • Completion of annual appraisal within designated timeframes. • Evidence of attending mandatory training and any training identified via supervision. • Evidence of Policies read at Monthly Team Meetings
Team Work	<ul style="list-style-type: none"> • Work as a productive member of the Aboriginal Sobriety Group team including attending team building days when required. • Work collaboratively with Aboriginal Sobriety Group support staff. • Build positive working relationships by involving and engaging with others. • Demonstrate an ability to work positively in a team environment while understanding the context of working within a broader organisation. • Demonstrate a commitment to working with leadership with Aboriginal Sobriety Group to improve and maintain systems, innovation and service excellence. 	<ul style="list-style-type: none"> • Contribute to the overall functioning of the service through involvement with team meetings and activities. • Attendance at planning days and team building activities. • Work in collaboration with the Acting Manager to streamline effective processes that can benefit the rehabilitation programs

SELECTION CRITERIA

	Essential	Desirable
Training / Qualifications	<ul style="list-style-type: none"> • Minimum Certificate IV in AOD Health Related field • Current First Aid certificate • Current Child Safe Environment Certificate • Current Working with Children clearance • Current Assist Medication Training Certificate • Evidence of cultural awareness training. • Participate in development or training as required by the organisation from time to time. • Supervising of staff upon request of Acting Manager • Previous experience in case management role • Sound decision-making when on call and with clients 	<ul style="list-style-type: none"> • Hold or be willing to undertake fire safety training • Current Mental Health First Aid Certificate
Experience / Knowledge	<ul style="list-style-type: none"> • Professional experience in the delivery of support work in rehabilitation / drug and alcohol services. • Knowledge / experience with client care in a caseworker role. • Experience and knowledge in best practices when working with Aboriginal people, organisations and communities. • Ability to manage conflict between clients • Able to multitask and priorities workload • An insight into urban, rural and traditional Aboriginal cultures. • Ability to work under minimum supervision. • Ability to lead by example • Ability to work without prejudice • Ability to work autonomously • Professional understanding of the drug and alcohol sector in South Australia. • Understanding of community development frameworks. • Experience in working in a similar role. 	
Skills / Abilities	<ul style="list-style-type: none"> • Excellent written and oral communication skills. • Ability to manage and address conflict situations • Ability to multitask across programs and prioritise competing demands. • A strong and ethical client service approach. • Exceptional knowledge of the MS Office suite of applications. • Excellent administrative and computer skills 	

	<ul style="list-style-type: none"> • Ability to work under pressure and out of hours availability • Ability to remain confidential 	
Licenses	<ul style="list-style-type: none"> • Maintenance of a full, unrestricted South Australian Driver's License. 	

APPOINTMENT CONDITIONS

- Full time position Monday to Friday 8.00 hours to 16.00 hours
- On Call fortnightly rotating roster applies where TOIL applies
- Contribute to fortnightly rosters and covering of shifts whilst on call
- Subject to 6 month probationary period
- Tenure in this position is subject to funding.
- Salary Packaging Opportunities
- Superannuation Employer contribution.
- Appointment is subject to a satisfactory Working with Children Clearance
- Current First Aid Certificate
- Current Child Safe Environment Certificate
- Current Assist Medication Certificate
- Current SA Driver's Licence and willing to drive in the course of work activities.
- Conditions of employment are in accordance with the 2019 Enterprise Agreement of Aboriginal Sobriety Group Indigenous Corporation
- Supervising of Staff when requested by Acting Manager
- ASG encourages a non-smoking environment.
- Where ASG have concerns that your level of fitness is adversely affecting your job performance, we may require you submit to a Fitness Capacity Evaluation to ensure that neither you nor a fellow staff member nor a client are placed at risk of injury.
- ASG reserves the right to request an employee to undertake a random drug and alcohol test.
- Duties of the position may vary according to business needs.

WORK HEALTH AND SAFETY

Follow defined work health and safety legislation and Aboriginal Sobriety Group's policies and procedures related to the work being undertaken in order to ensure own safety and safety of others in the workplace.

CULTURE & CODE OF CONDUCT

At Aboriginal Sobriety Group Indigenous Corporation our goal of being client focused can only be maintained and enhanced with your assistance, and in joining our team, you share our commitment to providing the best service to our community. For this to be achieved, your ideas, suggestions, and initiative are encouraged as we strive to improve the way we do things.

Within the facility, we act with integrity and professionalism, in our dealings with each other and our clients. We have a commitment to ongoing professional development and to foster an environment where everyone's contributions are valued. Our work ethics centre on taking responsibility for decisions, pride in our work, sharing knowledge, and expertise with others, and a willingness to contribute to the resolution of issues in a collaborative manner.

EQUAL EMPLOYMENT OPPORTUNITY

Responsibility Statement

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

Employee Signature

Date

Print name:

Employer Signature

Date

Print name: