

# 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

<b>Position:</b>	Case Manager	<b>Location</b>	Murray Bridge
<b>Reports to:</b>	Team Leader - Riverland		
<b>Program Area</b>	Alcohol and Other Drugs (AOD) Outreach Services	<b>Salary</b>	Level 4/1 - SCAAHDS

## PURPOSE STATEMENT

The Aboriginal Sobriety Group Indigenous Corporation (ASG) is an Aboriginal Community Controlled Organisation (ACCO) dedicated to supporting Aboriginal and Torres Strait Islander peoples in healing from the effects of alcohol and other drugs (AOD), trauma, and systemic disadvantage. ASG delivers holistic, culturally safe services across South Australia that empower individuals, families, and communities to achieve long-term wellbeing.

## ROLE PURPOSE

The primary purpose of the AOD Case Manager role is to deliver outreach-based, culturally safe AOD case management and support to clients. This includes conducting assessments, developing recovery plans, coordinating referrals, and supporting clients to reduce harm and improve health and wellbeing.

You will work both collaboratively as part of a multidisciplinary team and independently in community settings, often in isolation. The role requires strong cultural competency, self-direction, and a deep understanding of the social determinants of health.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Function	Key Responsibilities	Key Performance Indicators
<b>Client Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide AOD case management and counselling services to clients in community, home, or outreach settings.</li> <li>• Ensure culturally safe, person-centred services that reflect the unique needs of Aboriginal clients.</li> <li>• Support clients with access to health care, housing, justice, family support, and cultural connection.</li> <li>• Build and maintain trust with clients using non-judgemental, strengths-based approaches.</li> <li>• Promote harm minimisation and relapse prevention through education and early intervention.</li> </ul>	<ul style="list-style-type: none"> <li>• 90% of new clients assessed within 7 days.</li> <li>• Maintain and manage a caseload of [insert number] clients.</li> <li>• 100% client records updated within 48 hours.</li> </ul>

### ESSENTIAL DUTIES AND RESPONSIBILITIES *cont.*

Function	Key Responsibilities	Key Performance Indicators
<b>Case Management Responsibilities</b>	<ul style="list-style-type: none"> <li>• Conduct needs assessments, recovery planning, case coordination, and referrals.</li> <li>• Apply professional skills and cultural understanding in the design of recovery-focused plans.</li> <li>• Collaborate with internal and external stakeholders to ensure wrap-around support for clients.</li> </ul>	<ul style="list-style-type: none"> <li>• All clients have a current case management plan reviewed monthly.</li> <li>• Attend 90% of scheduled case conferences or client review meetings.</li> <li>• 100% compliance with privacy and confidentiality legislation.</li> </ul>
<b>Administrative Activities</b>	<ul style="list-style-type: none"> <li>• Maintain accurate and timely client notes, statistics, and reports.</li> <li>• Ensure secure and confidential management of records.</li> <li>• Complete reporting to funding bodies as required.</li> </ul>	<ul style="list-style-type: none"> <li>• 100% of case notes entered within 48 hours.</li> <li>• 100% reporting deadlines met.</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Actively engage in service evaluations, program feedback, and audits.</li> <li>• Contribute to policy, procedure, and system improvements.</li> </ul>	<ul style="list-style-type: none"> <li>• Participate in at least 2 quality improvement initiatives annually.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Attend training and supervision to build skills and cultural competence.</li> <li>• Maintain knowledge of AOD treatment, health promotion, and harm reduction.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend 100% of mandatory training and cultural supervision sessions.</li> </ul>
<b>Teamwork Responsibilities</b>	<ul style="list-style-type: none"> <li>• Participate in team meetings, case reviews, and cross-program collaboration.</li> <li>• Maintain stakeholder relationships to enable referrals and partnerships.</li> <li>• Share knowledge and contribute to team development and service integration.</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to 1+ team service development or evaluation initiative per quarter.</li> <li>• Maintain at least 5 active referral relationships with partner organisations.</li> </ul>

### SELECTION CRITERIA

	Essential	Desirable
<b>Mandatory Requirements</b>	<ul style="list-style-type: none"> <li>➤ <b>Maintain a full, unrestricted South Australian Driver's Licence</b></li> <li>➤ <b>Ability to maintain confidentiality</b></li> <li>➤ <b>Current Working with Children Clearance</b></li> <li>➤ <b>Current Vulnerable Person Related Clearance</b></li> <li>➤ <b>Current First Aid</b></li> <li><b>Current Child Safe Environment Certificate</b></li> </ul>	

## SELECTION CRITERIA

	Essential	Desirable
<b>Experience / Knowledge</b>	<ul style="list-style-type: none"> <li>• Qualification in AOD, Community Services, Mental Health, or equivalent.</li> <li>• Demonstrated experience working in case management with clients with complex needs.</li> <li>• Strong understanding of Aboriginal culture, community protocols, and social determinants of health.</li> <li>• Demonstrated ability to work independently and in community outreach settings.</li> <li>• Experience providing culturally safe services to Aboriginal and Torres Strait Islander clients.</li> <li>• High-level communication, organisational, and computer skills.</li> <li>• Current SA Driver's Licence and DHS Working with Children Clearance.</li> <li>• Willingness to undertake travel and work after hours if required.</li> </ul>	<ul style="list-style-type: none"> <li>• Mental Health First Aid Certificate.</li> <li>• Accredited training in AOD or trauma-informed counselling.</li> <li>• Lived experience and/or deep cultural knowledge relevant to Aboriginal communities.</li> <li>• Hold or be willing to undertake fire safety training</li> <li>• Current Mental Health First Aid Certificate</li> </ul>
<b>Training / Qualifications</b>	Willingness to undertake Professional Development	

## APPOINTMENT CONDITIONS

- Superannuation Employer contribution.
- Tenure in this position is subject to ongoing funding
- Appointment is subject to a satisfactory Working with Children Clearance
- Appointment is subject to a satisfactory Vulnerable Person-Related Clearance
- 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.
- ASG encourages a non-smoking environment.

## APPOINTMENT CONDITIONS *cont.*

- Where we 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.
- Participate in development or training as required by ASG and a
- Willingness to travel inter and intrastate including weekends when required for work purposes.

## 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

Aboriginal Sobriety Group recognises that 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 ASG, 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 information contained in this document accurately reflects the duties, responsibilities, and requirements of the position at the time of writing. These duties and responsibilities are not exhaustive and may be amended, added to, or removed at the discretion of ASG, in consultation with the employee where appropriate, to meet evolving operational needs.**

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Employer Signature:

Date:

Print name:

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General Manager Signature

Date

Print name: