

# Case Worker, Day Recovery Program – Rendu House - Health Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Manager, Rendu House
<b>Direct reports:</b>	NIL
<b>Location:</b>	South region – based within the geographical region of the service package or service.
<b>Primary position objective:</b>	Deliver high quality case management, group work and general drug and alcohol and other support to clients of Rendu House AOD Services.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Community Inclusion:** this team is responsible for state-wide management of excellent community inclusion services, including disability services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service innovation and business development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Case Worker, Day Recover Program - Rendu House will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Provide case management for clients of Rendu House Drug Health Day Program in accordance with the Society and Rendu House policy across 7 stages; Engagement, Assessment, Treatment Planning, Implementation, Monitoring, Review and Closure.
- Deliver therapeutic interventions, support and education in accordance with evidence-based practice and the Society's AOD Model of Care.
- Conduct intake and comprehensive assessment (including risk assessment) of clients.
- Assist Clients with developing holistic treatment plans across a range of domains and stages of treatment.
- Assist clients collaboratively with implementing their individual treatment plan.
- Work collaboratively and liaise with other service providers towards achieving clients' treatment and case plan goals.
- Facilitate the delivery of therapeutic and education groups.
- Provide ad hoc support to clients of Rendu House as required.
- Support and engage with family and significant others as appropriate, including provision of education, information, brief intervention and support and referral to family support services.
- Conduct all client interactions in accordance with Vinnies Services' policies and procedures, Client-centred Service Delivery Model and the Society's AOD Model of Care.
- Engage in case review processes with the team and individually with the Manager.
- Work in partnership with other members of the Rendu House team in order to ensure quality outcomes.
- Maintain accurate client records, case notes and other data as directed and required.
- Contribute to the planning, development, delivery and evaluation of Rendu House service model.
- Act and perform duties in accordance with legislative as well as Society requirements including in accordance with the Society Code of Conduct.
- Attend and participate in Rendu House staff meetings, clinical and case review meetings, internal and external training and internal and external supervision.
- Provide reports to Manager, Rendu House or other senior staff as directed.
- Participate in networking with relevant stakeholders.
- Participate in working parties and other review mechanisms.
- Participate in quality improvement and accreditation activities as directed.
- Adhere to the Society and Rendu House WHS and other risk management policies and procedures.
- Participate in Stronger Together and other performance appraisal, management and development processes.
- Support new staff, volunteers and students as required.
- Support partnerships and work collaboratively with other service providers where required.
- Undertake general operational duties as required and directed.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.

- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Develop holistic treatment plans.
- Goals and case plans are developed and reviewed.
- Appropriate response to people we service to meet their goals and aspirations, as developed and delivered through the case plan.
- Deliver targets and results within appropriate timeframes.

## Key working relationships

In addition to the Manager, Rendu House and their direct reports, the Case Worker, Day Recovery Program will foster close working relationships with:

- Team members, Health Services (Vinnies Services);
- Team members, Homelessness and Housing Services (Vinnies Services);
- Team members, Community Inclusion Services (Vinnies Services);
- Community Support Officers (Membership, Volunteers and Regional Operations);
- Conferences.

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- Relevant tertiary qualification/s or working towards, e.g. Certificate IV or Diploma in Alcohol and Other Drugs or other Community Services field, or approved counselling / welfare /

psychology equivalent or working towards the same.

- Demonstrated experience in case management including; managing a case load, case planning and assisting clients with implementing case plans, including with persons who have complex support needs (e.g. co-occurring drug and alcohol issues along with mental health, homelessness or contact with criminal justice system).
- Willingness to work within the established Rendu House, the Society's AOD Model of Care and the Society's Client-centred Service Delivery Model.
- Demonstrated ability to conduct self in a professional, ethical and non-judgmental manner.
- Knowledge of, and an ability to access, a range of relevant community resources.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Basic computer literacy skills including experience in computerised data collection.
- NSW driver licence (unencumbered).

## **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Extensive experience in drug and alcohol service provision.
- High level group work skills
- Tertiary qualification in a relevant discipline.