

Position Description – Care and Recovery Coordinator

Mode: Part time fixed term

Position Location: Dandenong

Reports to: Team Leader, Dandenong

Background - South Eastern Consortium

The South Eastern Consortium Alcohol and Drug Agencies (SECADA) will provide alcohol and other drug (AOD) services in the South Eastern Catchment. The consortium comprises six experienced organisations with a united commitment to providing opportunities for change and growth in the catchment by reducing AOD use, improving physical and mental health, and reconnecting people to their families and the community. Each consortium partner has a long history of providing high-level specialist AOD services in the catchment and has extensive experience with the client group, including those with co-occurring mental and physical health issues and complex social and forensic needs.

Background – TaskForce

TaskForce has been providing drug treatment services since 1973. Core services focus on addressing social issues of drug related problems, unemployment, mental health and risk taking behaviours and supporting young people, adults and families to transition back into “mainstream” services and supports. TaskForce provides specialist support for people who have experienced significant disadvantage or a crisis in their lives and as a result are prevented from reaching their potential - those who have long-term complex issues or a single issue with a high degree of severity.

TaskForce delivers services via three connected streams: specialist AOD services to support people who use drugs and their families, youth retention and re-engagement with education, training and employment, specialist training through RTO status to enhance the capacity of AOD and other workers to support effective delivery of community-based services.

About the position

This position will work 2 days per week in Care and Recovery and 2 days per week at Intake.

The AOD Care and Recovery Coordinator is responsible for the provision of care and recovery coordination for complex AOD clients whose needs will be best serviced by the provision of specialist coordination across services, providers, family members and the client to achieve the best outcome for the client through a single and seamless care plan with clearly focused goals and outcomes.

Clients will be referred to the Care & Recovery Co-ordinator when their assessment indicates that they require more intensive support. The Care & Recovery Co-ordinator will work with clients to develop long term recovery plans focussing on recovery from problematic substance

abuse and promoting health, wellbeing and social connectedness. The Care and Recovery Coordinator will ensure that clients are at the centre of service delivery, maximising their opportunities for accessing the services they need.

DUTIES & RESPONSIBILITIES:

Provision of treatment services

- Participate in Intake and Assessments as per the SECADA central intake process, utilising the mandated forms including but not limited to:
 - Self Complete Initial Screen for adults with AOD problems
 - Comprehensive Assessment for Adults with AOD problems
 - AOD Review
- Provide high quality pre and post care coordination services to clients and their families, using best practice principles including Family Inclusive Practice and Dual Diagnosis Principles.
- Develop Care and Recovery (CRC) Plans based on a holistic assessment of client needs and client drivers to ongoing substance abuse.
- Case manage more complex clients, facilitate, coordinate and support clients throughout the life cycle of their treatment plan.
- Develop strategies and interventions that connect and engage clients and families with their local networks, communities and relevant CSOs.
- Facilitate a range of responses that meet the clients assessed needs, such as accommodation, health, food and safety, education, employment and social activities.
- Support and assist clients to carry out their CRC Plan by monitoring and regular review of individual plans with the client, family/support people, AOD treatment services and the range of services and supports identified in the CRC plan.
- Coordinate the client's service system which will require discussion, negotiation, clarification of roles underpinned by effective communication and information sharing.
- Coordinate exit planning including referrals that encourage the maintenance of lifestyle change through referrals.
- Facilitate secondary consultations to other relevant service providers.
- Provide advice and support to families/support people.
- Coordinate the delivery of precare supports to complex clients who are on waiting lists.

Networking:

- Develop and maintain community support networks.
- Liaise with other relevant service providers for referral, consultation, discharge planning, monitoring and review.
- Develop programs and interventions to address the needs of the client group.

Administration

High standard of documentation which complies with accountability structures according to professional, legislative, service contractual obligations and organisational standards. This includes:

- Ensure data entry & ACSO reporting is accurate, up-to-date with all relevant information included, ensuring attention to significant treatment goals within reporting time frames.
- Prepare reports as required for external agencies.
- Client files and electronic records are appropriate, accurate and up-to-date, with all relevant information included.
- Maintain statistics and data as required by the funding body and organisation of each individual client.
- Where required attend weekly and monthly meetings and present a report on workload, issues related to the effectiveness of the service, training etc.

Professional Development:

- As part of the annual Job Plan, in collaboration with your Manager, identify one's own professional development needs and attend relevant training, as approved by the manager.
- Participate in regular individual and group clinical supervision.
- Participate in regular Team meetings as scheduled.

QUALIFICATIONS- Essential

- Certificate IV in AOD.

QUALIFICATIONS- Desirable

- University qualifications in health or welfare, social work, psychology or nursing would be highly regarded.
- Competencies in dual diagnosis.

SKILLS AND EXPERIENCE (Key selection criteria)

- Proven skills in the application of assessment, case coordination, case management, case formulation, treatment planning and discharge planning.
- Significant experience working with more complex AOD or dual diagnosis clients.
- Demonstrated ability in ensuring care coordination across a range of service networks and pathway linkages which allow for the best possible outcomes for clients.
- Highly developed communication and conflict resolution skills and the capacity to develop collaborative and productive working relationships with internal and external service providers and stakeholders.
- Proven reporting writing skills.

TERMS AND CONDITIONS

- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.
- The position is fixed term part time.
- As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.

To be employed in this position a person must:

- Be prepared to travel within the catchment to meet the requirements of the job and to work out of various partnership locations.
- Be prepared and able to work outside normal business hours on a negotiated basis.
- Undergo a police check and a Working with Children Check. Offers of employment are subject to the results of these checks.
- Remain current in their First Aid and CPR knowledge.
- Hold a Current Driver's License.
- Familiarise themselves with, and observe all TaskForce business, community, therapeutic and human resources policies, procedures and practices.
- Follow TaskForce code of conduct, promote the interests and reputation of the agency and refrain from acting in way that would conflict with the best interests of TaskForce.

This position description is accepted by:

Job Holder Date