



## POSITION DESCRIPTION

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| Position Title          | Wellbeing Caseworker – Substance Use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Reporting to            | Team Leader - Case Coordination                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Liaises with internally | All employees                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Liaises with externally | Government and non-government, clients, community.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Purpose of the position | The Wellbeing Caseworker will promote individual and community wellbeing through case management to reduce harmful substance use and improve the wellbeing of Aboriginal people. This will require working collaboratively and in partnership with local health and support organisations to provide culturally sensitive alcohol and other drug prevention, education, referral, support, advocacy and access to treatment, rehabilitation and aftercare services.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Selection Criteria      | <p><b>Essential Criteria</b></p> <ul style="list-style-type: none"> <li>• Aboriginality*.</li> <li>• Tertiary qualifications or minimum of Cert IV in Community Services (Alcohol and Other Drugs), or equivalent experience.</li> <li>• Demonstrated experience in the delivery of casework, case management or counselling services.</li> <li>• A sound knowledge of Aboriginal/ Torres Strait Islander communities and relevant organisations within Shoalhaven.</li> <li>• Have a demonstrated understanding of health and wellbeing issues affecting Aboriginal and Torres Strait Islander people.</li> <li>• Ability to plan, deliver and evaluate community wellbeing programs and activities.</li> <li>• Excellent organisational skills, with proven ability to prioritise.</li> <li>• Demonstrated computer proficiency, including the use of Microsoft Office applications, clinical record and data management systems.</li> <li>• Current Working with Children Check, Working with Vulnerable People Registration and National Police Check.</li> <li>• Current Driver's License and willingness to travel overnight in regional and interstate areas if required.</li> </ul> |
| Behaviours Required     | <ol style="list-style-type: none"> <li>1 Innovative and strategic thinking</li> <li>2 Client focused</li> <li>3 Solutions driven</li> <li>4 Honesty and Integrity</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Position Title             | Wellbeing Caseworker – Substance Use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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|                            | 5 Self-motivated                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Organisational Values      | <ol style="list-style-type: none"> <li>1 Deliver excellence through quality service provision, collaboration and measuring outcomes.</li> <li>2 Be passionate, caring and respectful in everything that we do.</li> <li>3 Be a socially responsible, culturally supportive presence in each of our communities.</li> <li>4 Be creative and flexible in our responses to community needs, listen and learn so that we can do things better.</li> <li>5 Deliver quality evidence-based services with financial integrity to achieve sustainability and measurable outcomes.</li> <li>6 Contribute to shared learning through research and partnerships.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Key Performance Indicators | <p><b>Day to Day / General</b></p> <ul style="list-style-type: none"> <li>• Ensure all clients have a case plan implemented by week three of client episode.</li> <li>• Complete documented case reviews for all clients at six week intervals.</li> <li>• Maintain an up to date appointment book, ensuring all appointments for all client contacts are booked in and actioned as required.</li> <li>• Complete exit plans and case closures for all clients.</li> <li>• Enter case notes and upload relevant documents into the data management system within 48 hours of client contact.</li> <li>• Assist in the planning and facilitation of health related programs to improve community safety and wellbeing.</li> <li>• Maintain electronic records - ensuring all client documents are completed, and records are detailed and accurate, and comply with relevant legislation.</li> <li>• Completion of home visit risk assessments for all clients requiring home visits.</li> <li>• Completion of signed privacy statement and consent form for all clients.</li> <li>• Completion of client satisfaction forms at review intervals.</li> <li>• Attend all relevant meetings. Be punctual, prepared, and ready to participate.</li> <li>• Actively participate in monthly documented support and supervision sessions.</li> <li>• Participate in relevant annual performance reviews.</li> <li>• Other duties as reasonably directed by the CEO or delegate.</li> </ul> <p><b>Communication and Collaboration</b></p> <ul style="list-style-type: none"> <li>• Maintain client confidentiality.</li> </ul> |

| Position Title | Wellbeing Caseworker – Substance Use                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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|                | <ul style="list-style-type: none"> <li>• Communicate in a professional and respectful manner.</li> <li>• Report matters in line with SCMSAC's Notifiable Events Policy.</li> <li>• Participate in decision-making and joint problem solving.</li> <li>• Build positive partnerships, both internally and externally.</li> </ul> <p><b>Information Technology</b></p> <ul style="list-style-type: none"> <li>• Utilise IT Systems and equipment in line with SCMSAC policy and procedure.</li> <li>• Collect and analyse data, specific to your role.</li> </ul> <p><b>Continuous Quality Improvement</b></p> <ul style="list-style-type: none"> <li>• Actively participate in organisational continuous quality improvement initiatives.</li> <li>• Actively participate in the implementation of outcomes from program quality audits.</li> <li>• Ensure that you are familiar with agency and program accreditations and your obligation to uphold these in your day to day role.</li> </ul> <p><b>Child Safety</b></p> <ul style="list-style-type: none"> <li>• Adhere to mandatory reporting requirements in line with SCMSAC Child Protection and Child Safety Policy and Procedure.</li> <li>• Complete centralised mandatory ROSH reporting process in line with SCMSAC Child Protection and Child Safety Policy and Procedure.</li> </ul> <p><b>Workplace Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Adhere to WHS obligations as outlined in our WHS Policies/Procedures.</li> <li>• Comply with relevant PPE requirements for your role.</li> <li>• Report all incidents, hazards and risks in line with SCMSAC Policy and Procedure.</li> </ul> |

*\*Aboriginality - Aboriginality is a genuine occupational requirement and racial discrimination is a prohibition as outlined under Section 8(1) of the Racial Discrimination Act 1975.*

## Employee Acceptance

I, \_\_\_\_\_, accept this description is an accurate statement of the duties, responsibilities and other requirements of the job. I have read and understood this document and agree to undertake the duties and responsibilities as listed.

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|--------------------|--------------------|--------------------------------------|
| _____<br>Name/Role | _____<br>Signature | _____<br>Click to enter date<br>Date |
| _____<br>Name/Role | _____<br>Signature | _____<br>Click to enter date<br>Date |