



Position Description

Position Title	Care and Recovery Coordinator
Division / Team	Client Services / Alcohol & Other Drug Services
Reports to	Manager Alcohol & Other Drug Services
Agreement / Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification	Dependent on qualifications and experience
EFT / Term	Part Time 0.6 EFT / Fixed Term 15 Months from commencement
Work Location	As per contract of employment
Date Approved	July 2021

About Ballarat Community Health

Ballarat Community Health (BCH) strives for high quality, flexible and responsive service delivery and health promotion with a focus on service monitoring, review and evaluation. BCH provides a broad range of services to the community of Ballarat, with outreach services delivered in the Central Highlands region and beyond. There is a primary emphasis in all service delivery on health promotion and illness prevention. BCH is committed to operating as a values-based organisation and has adopted the below values as key to our work. We seek to demonstrate these values in the way we choose to behave and interact with each other, our clients, partners and the community. Compassion, empathy and empowerment are important behaviours in underpinning these values.

Our Purpose Health and wellbeing for all with a commitment to the most vulnerable.

Our Leading Principles A driven desire to maximise impact and be sustainable.

Values	Respect Valuing other points of view and treating people with respect	Integrity Acting with sincerity and honesty	Courage Strength in the face of challenges
	Resilience The ability to be strong in adversity, and bounce back with renewed hope	Responsibility Being reliable and accountable to others	Optimism Focusing on potential and abilities

Diversity Statement Ballarat Community Health recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural and linguistic backgrounds and financial status.

Position Summary This role will provide interventions for individuals and/or families experiencing issues relating to alcohol and other drugs and is part of the regional team delivering adult AOD treatment services with the Grampians AOD consortium.

This role will be responsible for meeting targets as part of the regional team and will be required to assist with managing forensic clients as required. The role will deliver Care and Recovery Co-ordination Service in the Central Highlands and provide secondary consultation to AOD practitioners across the region to encourage take up of this treatment type.

The role will be responsible for coordinating treatment planning in accordance with client led recovery goals and supporting people's access to other relevant support services. The successful applicant will be required to support meaningful involvement by the client and their family in goal setting to maximise opportunities within the community.

Principal Areas of Responsibility

- Provide high quality engagement, assessment, treatment, and support services (pre and post care) to individuals and their families, using best practice principles including family inclusive practice and dual diagnosis principles
- Work with clients with co-occurring disorders including AOD, Mental Health and Acquired Brain Injury
- Support integrated treatment pathways for clients assessed as complex
- Develop and maintain strong interagency connections with a range of health, welfare, and support service providers
- Case management and coordination to influence and coordinate the client's providers to pursue planned and consistent therapeutic recovery goals
- Provide additional individualised and flexible support that accompanies other AOD treatment over a longer period of time
- Provide assertive outreach to maximise client engagement and facilitate client linkages to other services to ensure there is contact
- Work with clients and their support teams to develop client led recovery plans and monitor progress
- Provide support for clients in transitional housing and liaise with tenancy workers as required
- Work with the client to stabilise housing, health, social connection, and safety issues
- Be fully conversant with the framework, policy, procedures and protocols in which drug treatment services and systems operate
- Be able to provide advice to clients and staff about appropriate referral and treatment solutions
- Work effectively within the BCH AOD team as well the regional AOD teams and other service providers
- Maintain privacy and confidentiality for clients, and ensure a non-judgemental approach
- Provide health promotion and education to individuals, families and communities who have been affected by alcohol or substance abuse issues
- Work within a harm minimisation framework to provide education on drug safety
- Utilise the Penelope Portal – to receive and provide information regarding client referrals and ensure that client assessment information is uploaded into the BCH client database - The Care Manager (TCM)
- Focus on self-management principles
- Maintain case notes and other relevant statistics in CIMS and other documentation as required
- Adhere to the MARAM and Information Sharing Scheme legislation and framework
- Provide emergency assistance (Level 2 First Aid) if required

Scope

- To follow leadership and management direction and seek advice on all matters outside usual scope of practice.
- Practice in a manner consistent with the requirements of the relevant professional registration requirements and relevant registration board

- Continuing education to keep abreast of changes
- AOD operate from a recovery based, harm minimization framework in the provision of treatment and support services (also designed to meet the needs of individuals and significant others)
- Adult and Youth Intake and Assessment – Utilise statewide AOD screening and assessment tools
- Withdrawal Nurses practice within the AHPRA Codes and Guidelines and maintain registration with the Royal College of Nursing

Organisational Responsibilities

- Be aware of and perform all duties in accordance with the organisation's stated policies and procedures
- Understand practice frameworks relating to the Multi Agency Risk Assessment and Management (MARAM) framework and Information Sharing Schemes
- Establish and maintain cooperative working relationships with staff and ensure alignment with the BCH values at all times
- Work within professional boundaries and relevant scope of practise at all times
- Maintain relevant professional registration
- Work cooperatively across the teams to provide a comprehensive coordinated health promotion service
- Attend approved professional development sessions and keep up to date with current developments, theories and practises in the field
- Participate in compulsory BCH training programs
- Ensure that client and staff confidentiality is respected and upheld at all times
- Attend and actively participate in meetings as required
- Represent and promote Ballarat Community Health appropriately, taking into consideration BCH advocacy statements and values
- Participate in performance development plans and supervision
- Participate in the organisation's continuous quality improvement programs and activities

Qualification and Immunisation requirements

Minimum Cert IV in AOD and Mental Health and/or a relevant tertiary qualification such as Social Work, Mental Health, Welfare Work or other related field

Key Selection Criteria

1. Experience:

- Minimum of two (2) years' experience in the AOD field is preferred
- Previous experience in generalist casework, counselling and group work is required
- Proven skills in the application of assessment, case coordination and management, and the development of individual treatment plans (including discharge planning skills)

2. Interpersonal Skills:

- Demonstrated ability to work with clients with co-occurring disorders including AOD, Mental Health and Acquired Brain Injury
- The ability to work autonomously and be self-directed in the role
- Excellent verbal communication skills and the ability to engage with a wide variety of stakeholders
- Capacity to deal objectively and professionally with complex clients and related issues

3. Written Communication:

- Effective written communication skills which are clear and concise

4. Computer Skills:

- Strong knowledge of and ability to use the Microsoft Office Suite and Windows based programs and database management systems

5. Organisational Skills:

- Ability to prioritise workloads and conflicting tasks and manage deadlines

6. Alignment with BCH values:

- Ability to align with the BCH values in all areas of work
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Conditions of Employment and other relevant information

- The successful applicant will be required to maintain a current driver's licence.
 - BCH strongly supports Equal Opportunity and Access to Services, and requires all staff to be sensitive and inclusive of individual needs including but not limited to cultural, religious and sexual orientation
 - The successful applicant will be required to undertake a police records check. Appointment is subject to the outcome of this check.
 - The successful applicant will be required to obtain and maintain a valid employment Working with Children Check whilst employed in this position.
 - Prior to being appointed to this position it is required that there is a full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
 - BCH reserves the right to vary the location of the position according to the needs of BCH and its clients and any future changes to the BCH's areas of operation.
 - Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s). Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
 - Salary sacrifice arrangements are available to all staff subject to BCH's ongoing Fringe Benefits Tax exempt status.
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