



POSITION DESCRIPTION

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| POSITION TITLE: | LGBTIQ+ AOD Intensive Case Manager |
| PROGRAM: | Therapeutic Services & Capacity Building |
| STATUS: | Full-time, fixed term until end of June 2024 |
| REPORTING TO: | Senior Care and Recovery Coordinator, AOD |
| LOCATION: | 200 Hoddle Street, Abbotsford, outreach focus and co-location in Inner West |
| CLASSIFICATION: | VAC/GMHC Employment Agreement April 2014, SCHCADS/SACS Level 5 |

1. ORGANISATIONAL ENVIRONMENT

Thorne Harbour Health is a community-controlled LGBTIQ+ organisation, governed by our members, and working for our sex, sexuality and gender diverse communities.

For 35 years as the Victorian AIDS Council (VAC), the organisation led the Victorian community's response to HIV and AIDS. Our work has now moved beyond Victoria, and Thorne Harbour Health is responding to a broad range of issues. Thorne Harbour Health aims to improve the health, social and emotional well-being of LGBTIQ+ communities and those living with or affected by HIV, with a particular emphasis on bringing the HIV and AIDS epidemic to an end.

Our Vision

We envision a healthy future for our sex, sexuality and gender diverse communities, a future without HIV, where all people live with dignity and wellbeing.

Our Mission

We devise and deliver effective community-driven health and wellbeing programs. We advocate to reduce stigma and discrimination.

For more information on our organisation, please visit our website www.thorneharbour.org

2. PROGRAM CONTEXT, ROLE & FOCUS

The Therapeutic Services and Capacity Building teams provide specialist services to the LGBTIQ+ community, combining our counselling, alcohol and other drugs (AOD), family violence and capacity building programs. Thorne Harbour Health's Services to the LGBTIQ+ community recognise the importance of specialist responses led by the LGBTIQ+ community for the community. These specialist services target the LGBTIQ+ community and people living with, at risk of, or affected by HIV.

THH's Alcohol and Other Drugs team works from a harm reduction framework and provides AOD counselling, peer support and education, casework and group programs to assist people to cease their substance use or reduce the harms associated with their substance use.

This position is funded through the North West Melbourne Primary Health Network (NWPHN) as part of THH's Rainbow Recovery AOD service. Rainbow Recovery offers Services to LGBTIQ+ people and PLHIV in the cities of Brimbank, Hobsons Bay, Maribyrnong, Melbourne and Yarra aged 18+.

All clinical staff across Therapeutic Services have appropriate qualifications in human services work. All staff are expected to participate in regular clinical supervision.

3. POSITION ROLE AND RESPONSIBILITIES

The LGBTIQ+ AOD Intensive Case Manager (LAICM) works collaboratively with clients in priority populations (including Trans and Gender Diverse, Aboriginal and Torres Strait Islander, and people with experiences of incarceration) who present with intersecting barriers to service access. The LAICM supports integrated treatment and care pathways for the highest need/highest risk clients within AOD treatment services, who require a coordinated care response over longer periods of time. The role will carry a low caseload of 12 clients annually, working with clients for up to 12 months to provide trauma informed, person centred care. This longer term work acknowledges the systemic impacts of service barriers for LGBTIQ+ people, and the impact of minority stress on mental health and substance use.

The LAICM supports positive behavioural change in the AOD client through the delivery of evidence-based therapeutic intervention, specifically focused on service linkages, harm minimization and supporting long-term behavioral change. Clients linked with the program are able to access 'step-down' care in the form of Care and Recovery Coordination and AOD counseling.

Critical to the role is an understanding of the cultural issues and barriers that may face LGBTI community members who use alcohol or other drugs and the delivery of a culturally appropriate response.

LGBTIQ+ AOD Intensive Case Management:

Assessment, planning, intervention, and ongoing support

- Undertake comprehensive AOD assessment of clients presenting for service at THH
- Actively participate in regular service clinical review meetings, presenting case summaries and assessments as they are completed
- Work with clients, their families and other key services to develop long term care plans that:
 - Are informed by the comprehensive assessment and initial treatment plan
 - Identify a clear treatment pathway where multiple interventions are required
 - Set out specific, measurable, achievable, and relevant treatment goals
 - Address associated needs of families and dependent children, if required
 - Uphold principles of harm reduction
 - Work within dual diagnosis frameworks
 - Facilitate where indicated client care plan meetings with the client and other health professionals and significant others to create collaborative and comprehensive plans for the client.
- Provide care, support, and coordinated care for eligible clients referred from catchment based intake and assessment services, maintaining an appropriate case load.

- Provide clients with supported referral to other alcohol and drug treatment services as required.
- Liaise with AOD services regarding the person's progress against treatment goals.
- Deliver information, advice and brief interventions such as motivational interviewing or group work and relapse prevention to clients, as required.
- Undertake discharge planning, recording goals/outcomes achieved and post-treatment goals.
- Maintain accurate records of client case notes and contacts and ensure data entry on the client data base is up to date, accurate and complete.
- Achieve performance targets as set and work within Program guidelines.
- Work within THH privacy policy and adhere to all THH policies and procedures, including professional codes of practice.

Intensive Case Management Coordination and Continuity

- Lead care coordination or provide support where the person has an existing care coordination worker, to ensure continuity of care for the person, by:
 - Preparing the person for their next phase of treatment or care
 - Onward referral, liaison, case conferencing or collaborative work with other service providers, including those beyond the AOD sector, re the needs of the person
 - Identifying and linking clients to peer workers, volunteers and broader community supports
 - Advocating on behalf of clients, where necessary.
- Facilitate access to other health and human services support that the client may require.
- Create and sustain strong interagency connections with, for example, local Aboriginal community-controlled health organisations, prescribing GPs, dispensing pharmacies, housing workers, and homelessness support, child protection, family services, debt/financial counselling, employment services, and community health services.

Professional Liaison and Consultation

The AOD Service provides an important opportunity for sector development and the LACIM will model and advocate for appropriate sector responses for clients with AOD concerns who may be LGBTIQ+ or living with HIV/HCV. The success of this aspect of the LACIM's role is dependent on productive and professional relationships with internal and external collaborators.

- Maintain effective and collaborative relationships with care coordinators and service providers (both internal and external to THH) to ensure effective treatment pathways for clients.
- Establish and maintain collaborative and productive working relationships with current and potential stakeholders and agency partners.
- Participate in team planning, steering / reference groups and working parties both internal and external to the organisation, as appropriate to the service.
- Act as a representative in forums and related interagency meetings as required.
- Maintain regular communication and feedback with the AOD Team Leader to contribute to ongoing service improvement.

Leadership and Participation

The success of the AOD Service relies on the energy, capacity, and contributions of staff members who operate in a supportive and learning environment. Staff members will engage, contribute, learn, and shape the service going forward.

- Work as part of the AOD team and broader Therapeutic Services & Capacity Building Program, contributing ideas and suggestions to support service innovation and program development.
- Engage in program and organisational activities to enhance the provision of quality and effective AOD Services and allied services that will benefit the client group.
- Actively participate in ongoing professional development activities, including individual and group supervision and by attending relevant training.
- Support student placement and volunteer programs and supervise students and volunteer counsellors as requested.
- Undertake other duties as directed in support of the organisation and its objectives.

4. KEY SELECTION CRITERIA

Qualifications

1. Tertiary qualification relevant to case management practice, for example Social work, and eligibility for membership of a relevant governing body (such as the AASW).
2. Either Certificate IV in AOD, AOD key competencies, or willingness to undertake within 12 months of employment.
3. Current driver license

Skills and experience

1. Experience working as a Case Manager and/or Care and Recovery Coordinator in the AOD sector in an outreach role.
2. A developed knowledge of current public AOD treatment service providers in Victoria, including access requirements.
3. Experience and competence in the provision of assessment, risk management, treatment planning, and discharge planning.
4. Commitment to recovery-oriented approaches within a harm minimisation framework, acknowledging and building on people's own resilience and resources.
5. An interest in and willingness to work with people from LGBTIQ+ communities, including people living with HIV in a non-judgmental and respectful manner.
6. Highly developed oral and written communication, organisational and administrative/reporting skills.

5. CONDITIONS OF EMPLOYMENT

- **All applicants must be able to provide proof that they are fully vaccinated (booster) against COVID-19.**
- Salary is paid in accordance with the VAC/GMHC Employment Agreement 2014. The classification for the position is SCHCADS/SACS Level 5, pay point commensurate with experience.
- Salary packaging is available at Thorne Harbour Health; it is a legitimate method of restructuring existing salary into a combination of salary and expense payment benefits to provide a higher net remuneration for the employee.
- Employer's contribution to superannuation will also be paid.
- Conditions of employment are as stated in the VAC/GMHC Employment Agreement 2014.
- The position is for 38 hours per week.
- Completion by Thorne Harbour Health of a satisfactory police check.
- Evidence of a valid Working with Children Check.
- A willingness and ability to work flexible hours is required, including some early morning, evening and weekend meetings and other work-related commitments.
- A Confidentiality Agreement must be signed.
- Thorne Harbour Health is an equal opportunity employer. All staff members are required to contribute to creating a non-discriminatory workplace.
- Thorne Harbour Health provides a non-smoking workplace.
- Membership of the appropriate union is strongly encouraged.
- Applicants must either be Australian citizens, or have permanent resident status.

6. PROFESSIONAL SUPERVISION

Thorne Harbour Health has a commitment to ensuring that staff members receive high quality supervision on a regular basis. This role is required to attend this supervision.

7. WORKPLACE HEALTH & SAFETY

As an employee of Thorne Harbour Health, staff need to strive to ensure a safe and healthy workplace by complying with the provisions of Section 25 of the Occupational Health and Safety Act 2004 (Duties of Employees).

8. APPLICATION PROCESS

Written applications addressing the selection criteria and including a resume and the names and contact details of three professional referees should be sent to recruitment@thorneharbour.org

For further enquiries please contact: Julia Packard, AOD Program Coordinator on 9865 6756, or julia.packard@thorneharbour.org.

Applications close Sunday, November 27 2022.

Important: it is essential that applicants specifically address the selection criteria. Where selection criteria have not been addressed, applications will not be considered.