



Case Manager – Breaking the Barriers (BTB)

Position	Case Manager – Breaking the Barriers (BTB)
Team	Family Services
Employment type	Fixed term part time contract
Hours	0.6
Location	Frankston
Reports to	Manager Family Services
Effective date	January 2022

About TaskForce

Since 1973, TaskForce has provided specialist support for people in serious need in Victoria. Our core services focus on addressing social issues of alcohol and other, unemployment, mental health and high risk taking behaviours, supporting our clients to transition back into “mainstream” services and supports. The people who access our services have experienced significant disadvantage or a crisis in their lives and as a result are prevented from reaching their potential.

TaskForce is committed to providing culturally safe, inclusive and accessible services and work environments where all individuals feel supported and affirmed. We aspire to work in solidarity and alliance with Aboriginal and Torres Strait Islander peoples and acknowledge them as the traditional owners and custodians of the land. TaskForce values diversity, inclusion and social justice and is dedicated to actively addressing discrimination and ensuring every individual is treated with dignity and respect. We honour and celebrate our differences and uniqueness in cultural and linguistic background, ethnicity, sex, gender identity, intersex status, sexual orientation, age, disability status, health status and religious or spiritual beliefs.

Background – Breaking the Barriers

The BTB program is an outreach program for mothers and soon-to-be mothers on an Opiate Replacement Therapy, (Pharmacotherapy: Methadone, Buprenorphine or Suboxone) and other drugs. The program supports mothers through reduction and withdrawal with the long term aim of abstinence. The program incorporates a model that is a proactive approach to helping the family in their own space. The Breaking the Barriers staff will meet with the woman, her family (and others) in the most appropriate setting - often their home.

The program focuses on providing effective parenting skills for women and their children and works in close collaboration with other key stakeholders in the community to support the family to increase both social and economic participation. The program was the first of its kind in Victoria and is now one of only a handful of such programs being delivered internationally that addresses the specific complex needs of methadone using mothers, their infants and young children.

About the role

This position will provide quality clinical counselling and case management services to women in accordance with the organisations policies and procedures and demonstrated best practice within the alcohol and other drug sector.

The role will seek to reduce AOD related harms to women and their families by conducting assessments and providing a range of counselling interventions to assist clients and their family members to change harmful behaviours and increase their capacity to effectively manage the problems they are experiencing associated with AOD use and promote recovery.

The client group includes women, mothers and soon-to-be mothers on an Opiate Replacement Therapy, (Pharmacotherapy: Methadone, Buprenorphine or Suboxone) and other drugs.

Key Responsibilities

Drug and Alcohol Counselling and Case Management

- Coordinate the TaskForce reception function, providing guidance and supervision to the customer service staff
- Undertake assessments, provide case management, crisis intervention, outreach, advocacy and supported referral to women, mothers and soon-to-be mothers on an Opiate Replacement Therapy, (Pharmacotherapy: Methadone, Buprenorphine or Suboxone) and other drugs.
- Work within harm minimization framework to reduce the risks associated with alcohol and other drugs to women.
- Provide assessment, support, and case management on an outreach basis to women in their own environment
- Provide individual counselling utilising motivational interviewing as an overarching framework of practice with a focus on CBT interventions that target behaviour change.
- Utilising the Department of Health endorsed suite of tools including the comprehensive screening and assessing tool, conduct comprehensive assessments including:

- Ascertaining information on substance abuse, history, mental health and risk, family functioning inclusive of children's needs;
- Determining if a client is of standard or complex nature;
- Arrange further assessments and secondary consults if required.
- Develop treatment plans that meet the individual needs of the client.
- Review treatment plans regularly with the client, to monitor effectiveness of client outcomes and report outcomes to manager in team meetings and case reviews.
- Ensure that clients have exit and post treatment support plans in place.
- Facilitate group work as required to manage case-loads and to respond to the needs of the client group.
- Provide information and counselling support services to families of the client.
- In consultation with the Manager, work in accordance with individual performance targets achieving Drug Treatment Activity Units (DTAU's).
- Access clients for referral to specialised services as appropriate.
- Co-operate with Management to enable compliance with safety, health and environmental duties.

Administration

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

- Ensure data entry & relevant reporting is accurate and up-to-date within reporting time frames.
- 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.

Profession Development

- Develop an annual Performance Plan with your Manager. Identify one's own development needs and attend relevant training, as approved by manager.
- Participate in regular individual and group clinical supervision.
- Participate in case management practices with other professionals.
- Participate in regular Team meetings as scheduled.

Qualifications

- Certificate IV in AOD

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

Skills and Experience (Key Selection Criteria)

- Experience in the provision of counselling to clients with complex substance abuse issues including Dual Diagnosis.
- At least 2 years experience in case management of people with complex support needs including outreach and advocacy.
- Proven ability to effectively work with people and families experiencing problematic alcohol and other drugs use in a respectful, compassionate and positive manner.
- Demonstrated understanding of community-based interventions for reducing alcohol and drug related harm.
- An understanding of Child First and Child Protection services.
- Demonstrated ability to build trust and rapport with women from diverse backgrounds.
- Capacity to work within an Outreach model of service delivery.
- Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.
- Current Vic driver's license.

Essential Requirements

- Empathy for those whose lives have been affected by problematic alcohol and other drug use/ and or mental health disorders.
- Possession of a current Victorian Driver's License and willingness to travel across between the sites to meet the requirements of the job and to work out of various partnership locations.
- Eligibility to work in Australia.

Terms and Conditions

- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.
- As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.
- Undergo a Police Check and a Working with Children Check. Offers of employment are subject to the results of these checks.
- 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's codes of employee conduct, promote the interests and reputation of the agency and refrain from acting in way that would conflict with the best interests of TaskForce.

Our values



Client centred

We strive to support our clients and their extended networks to change their circumstances. We will collaborate so that our full range of services and supports are wrapped around them enabling each to reach their full potential.

Innovation and best practice

We will be cutting edge in all that we do leading to evidence-based best practice within the sector. Our people will be passionate and motivated to make a difference.



Thought leadership

We are committed to addressing the tough moral challenges faced and sensitivities that abound in our sector, leading consequent debate and adapting as broader positions held by society evolve.



Honesty and integrity

We do our utmost to communicate openly, honestly and respectfully. We collaborate and share accountability with colleagues and clients alike. We acknowledge that as we learn, mistakes may be made but that this learning will make us stronger.



Trust, respect and self care

We collaborate to create a work environment built on trust and respect where our people and consortium partners are supported and challenged to lead best practice. We recognise that responsibility for self-care is also a foundation to achieve excellence in the services we deliver.