

Position Description – Care and Recovery Coordinator (CRC)

This position description describes the scope and skills required of the CRC position at TaskForce. The position description may be subject to periodical reviews.

Position: Care and Recovery Coordinator (CRC)

Mode: Part time fixed term contract

Location: Based at TaskForce office, Bentleigh.

Reporting Relationship: Reports to the Team Leader Bayside

Direct Reports: Nil

Background - TaskForce

TaskForce provides a number of Drug and Alcohol services and Youth Support Services in the areas of Education and Employment Pathways and a range of community support programs across the Southern Metropolitan region of Melbourne. These are funded by Federal and State Governments and a number of philanthropic trusts along with several fee for service programs. These services include:

- Drug and Alcohol Counselling and Support (DoH)
- Forensic and Specialist Counselling Services.
- Breaking the Barriers, support for families impacted by drug use (NGOTGP)
- Youth drug and alcohol counselling and Youth outreach
- Secondary consultation and community education.

Position:

The 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 AND RESPONSIBILITIES

- Participate in Intake and Assessments as per the 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 such as Rec Link and SHARC.
- Facilitate secondary consultations to other relevant service providers.
- Provide advice and support to families/support people.
- Manage the Aftercare process by contacting clients who exit counselling at 3 and 12 months to not only track their progress but to also provide relapse prevention support and advice and, where necessary to facilitate their reengagement with AOD treatment services or linkages to other supports and services.
- Coordinate the delivery of precare supports to complex clients who are on waiting lists.
- Assist the Manager Client Services with the coordination and planning of the Drink Drive / Drug Drive Education programs.

Forensic Drug and Alcohol Counselling

- Provide appropriate therapeutic drug and alcohol interventions to clients linked with the Criminal Justice system to provide appropriate information back to referral sources regarding client attendance and progress, and complete all paperwork in a timely manner.
- Develop and maintain knowledge of the relevant programs and services involved in the case management and treatment of forensic clients.

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

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

- ADIS/Episoft/Penelope data entry & relevant reporting is accurate and up-to-date within reporting time frames.
- Ensure ACSO TCA's are submitted in a timely manner.
- Client files and electronic records are appropriate, accurate and up-to-date, with all relevant information included.
- Ensure progress reports for Credit / CISP and ARC program are up to date and court reports are prepared as required.
- 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:

- 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 essential.
- University qualifications in social work or a related discipline would be highly regarded.
- Competencies in dual diagnosis highly regarded.

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 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.
- A demonstrated commitment to teamwork and the ability to take appropriate individual and team responsibility for the welfare of clients.

- An ability to convey warmth, openness, empathy and concern for the welfare of clients.

TERMS AND CONDITIONS

- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.
- This is a part time fixed term position until 30 June 2023.
- 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 between the sites to meet the requirements of the job and to work out of various partnership locations.
- 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 TaskForces' 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.

This position description is accepted by:

Job Holder Date

HR Manager Date