



# Senior Care and Recovery Coordinator (CRC)

## Position description

Position	Senior Care and Recovery Coordinator (CRC)
Team	SECADA AOD Team
Employment type	Full time fixed term contract until Sep 2022
Hours	1.0 EFT
Location	Dandenong
Reports to	SECADA AOD Team Leader
Direct Reports	2 (Care and Recovery Coordinators)

### About 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 several 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
- Youth drug and alcohol counselling and Youth outreach
- Secondary consultation and community education.

### About the South Eastern Consortium

The South Eastern Consortium Alcohol and Drug Agencies (SECADA) will provide alcohol and other drug (AOD) services in the South Eastern Catchment. The consortium comprises five experienced organisations with a united commitment to providing opportunities for change and growth in the catchment by reducing AOD use, improving physical and mental health, and reconnecting people.

## About the Position

The Senior 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. Reporting to the Team Leader SECADA AOD, the Senior Care and Recovery Coordinator will provide supervision to the Care and Recovery Coordinator.

Clients will be referred to the Senior Care & Recovery Co-ordinator when their assessment indicates that they require more intensive support. The role 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 Senior Care and Recovery Coordinator will ensure that clients are at the centre of service delivery, maximising their opportunities for accessing the services they need.

## Key Responsibilities

- Participate in Intake and Assessments as per the central intake process.
- Self-Complete Initial Screen for adults with AOD problems.
- Complete Comprehensive Assessment for Adults with AOD problems.
- 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.
- 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.

### Forensic Drug and Alcohol Service Delivery

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

### Skills and Experience (Key Selection Criteria)

- 3-5 years minimum experience in provision of AOD service delivery.
- 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.

### Essential Requirements

- Satisfactory outcome of a confidential Police Check and Working with Children Check.
- 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 within catchment and to Melbourne.
- Availability for some work outside of normal business hours (7pm finish one night per week).
- Information technology skills, including proficiency in Microsoft Office suite.
- Eligibility to work in Australia.

### Desirable Requirements

- First aid certificate.
- Current knowledge of OH&S practice.
- Mental Health First Aid

### Terms and Conditions

- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010, Level 5.
- 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.
- 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.