



Alcohol and other Drugs Aftercare Worker- Nepean Blue Mountains Position Description

Position Title Alcohol and other Drugs Aftercare Worker-
Nepean Blue Mountains

Responsible Council NSW State Council- Support Services

Reports To Program Manager- Care Coordination

Base Location Nepean Hospital- Penrith

Primary position objective The Alcohol and other Drugs Aftercare Worker – Nepean Blue Mountains is responsible for the delivery of high quality community support case management to clients experiencing substance misuse and dependence who have completed a period of treatment or are currently being supported by NBMLHD Drug and Alcohol programs such as withdrawal management or community drug and alcohol. Key components of the role include supporting clients with psycho-social and living skills needs as well as coordinating additional care required with the focus of minimising harms related to alcohol and other drugs.

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Organisational Overview

SVDP NSW Support Services provides support for people experiencing need in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of more than 40 different programs across the state. SVDP NSW Support Services provides programs across areas including drug and alcohol, gambling, homelessness, disability, mental health, community development and refugee support.

Program Overview

The NBM AOD Aftercare Program aims to coordinate support for persons exiting or currently being supported by NBMLHD Alcohol and Other Drug treatment and care. In particular the program aims to facilitate psychosocial and living skills support in order to enable those with substance use concerns to live well and reduce harms related to drug and alcohol use.

The NBM AOD Aftercare Program seeks to minimise the harm related to homelessness, drug and alcohol use, mental health, cognitive impairment, contact with the criminal justice system and other associated issues and is part of the St Vincent de Paul NSW Specialist Drug and Alcohol Network, which includes the Freeman House Centre in Armidale, the New England Drug and Alcohol Outreach Program, the Maayu Mali centre in Moree, Rendu House Day Program in Campbelltown, Rendu House AOD Services in South West Sydney and the State-wide Continuing Coordinated Care Programs. SVDP NSW is committed to providing high quality, innovative and flexible responses to drug and alcohol, homelessness and other areas of complex need.

Duties and Responsibilities

The Alcohol and Other Drug Aftercare Worker will be responsible for Care Coordination. This will include both direct support (including drug and alcohol support, living skills support) and assertive referral support to other programs and services (including particularly employment training and housing/accommodation).

The Alcohol and Other Drug Aftercare Worker will be based within the LHD Drug and Alcohol team within Nepean Hospital and will work closely with the LHD team. This role is a mobile role, working with clients in the community. The role is responsible for providing quality client care, focused on sustainable client outcomes. The main duties of this position include provision of case management, and coordinating quality wrap around care from existing mainstream programs and services.

Clinical, Treatment and Case Management Services

- Work in effective partnership with NBMLHD drug and alcohol staff to support clients of the service
- Conduct comprehensive and standardised assessments of clients and prospective clients
- Provide case management to clients of the NBM AOD Aftercare Program in accordance with St Vincent de Paul Society NSW Specialist Drug and Alcohol Network policies and Model of Care
- Develop, promote and implement referral pathways and facilitate access to range of community based health and non-health service providers.
- Provide direct support and referral in the particular focus areas of employment, training/education, daily living skills, homelessness/housing, social engagement and participation and family and community reconnection.
- Support evidence based treatment for clients who are using a range of substances whilst promoting a flexible, individualised stepped care model

- Conduct regular appointments with clients across the LHD with particular focus on the Nepean and Hawkesbury regions through a range of modalities including face to face, telephone and Skype for Business.
- Provide ad hoc support to clients of the Program as required including transport, psycho social support, conflict resolution or any other support required to assist the client or the therapeutic milieu of the program.
- Facilitate occasional small educational groups where need is identified.
- Conduct all client interactions in accordance with St Vincent de Paul Society NSW Support Services' policies and procedures and Client-centred Service Delivery Model.
- Engage in case review processes with the team and individually with the Manager across the modalities of face to face, telephone, and Skype for Business.
- Work in partnership with broader health and social services, to ensure quality outcomes.
- Ensure treatments are targeted and culturally appropriate for Indigenous Australians including linkages to appropriate services
- Maintain accurate client records, case notes and other data as directed and required.
- Conduct client assessments including outcome measures and client experience measures
- Support and engage with family and significant others as appropriate, including through referral to external services.

Operations, Administration and Quality

- Act and perform duties in accordance with legislative as well as Society requirements including in accordance with the Society Code of Conduct
- Attend and participate in the Program staff meetings, clinical and case review meetings, internal and external training and internal and external supervision.
- Attend and participate in LHD clinical and case management meetings as required.
- Provide reports to Manager or other senior staff as directed
- Participate in networking with relevant stakeholders
- Participate in working parties and other review mechanisms
- Participate in Quality Improvement and Accreditation activities as directed
- Adhere to St Vincent de Paul Society NSW and Program specific WHS and other risk management policies and procedures
- Participate in Stronger Together and other performance appraisal, management and development processes
- Support partnerships and work collaboratively with other service providers where required;
- Undertake general operational duties as required and directed.

Essential Criteria

- Demonstrated experience in managing a case load and case planning, including with persons with complex needs (e.g. co-occurring drug and alcohol issues along with homelessness, mental health, contact with criminal justice system).
- Demonstrated ability to undertake assessment including utilising standardised tools
- Demonstrated ability to work therapeutically with clients (e.g. provide therapeutic interventions)
- Willingness to work within the established Drug and Alcohol Aftercare Program and SVDP NSW Support Services Case Management protocols and Client-centred Service Delivery Model.
- Demonstrated ability to conduct self in a professional, ethical and non-judgmental manner.
- A relevant qualification, e.g Certificate IV or Diploma in Alcohol and Other Drugs or other Community Services field, or approved counselling / welfare / psychology equivalent or working towards same.

- Knowledge of, and an ability to access, a range of relevant community resources.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- Willingness to work within the values and ethos of the St Vincent de Paul Society and NSW Support Services
- Basic computer literacy skills including experience in computerised data collection.
- A current, unencumbered Drivers Licence.

Desirable:

- Extensive experience in drug and alcohol service provision
- High level networking and community care coordination skills
- Bachelor degree in a relevant discipline

The St Vincent de Paul Society is an Equal Employment Opportunity Employer