

# Position Description

<b>Position Title:</b>	<b>Case Management Officer – LWBC (Identified)</b>
<b>Position Type:</b>	Full Time (Male x 2; Female X 2)
<b>Classification:</b>	G3 L3 Aboriginal Health Worker, ACCHSA 2010
<b>Reporting To:</b>	Learning and Wellbeing Centre Coordinator
<b>Staff Reports:</b>	Nil
<b>Hours</b>	76 Hours per fortnight (9am-5pm; 8am-4pm)
<b>Location</b>	Learning and Wellbeing Centre (Workshop Road, Yarrabah)
<b>Date Approved</b>	December 18 2023
<b>Review Date</b>	December 18 2026

## ABOUT GINDAJA

*'Gindaja's vision is to create an alcohol and substance dependency free lifestyle in the Yarrabah community and beyond. In our journey, we will build and offer a safe and healthy place for our people to come'*

Gindaja provides culturally appropriate alcohol and other drug (AOD) Education, Treatment, Recovery and Healing to people from the Aboriginal Shire of Yarrabah (60km from Cairns) and from across the Far North Queensland (FNQ) region, including the Cape and Torres Strait. Gindaja operates a 19 bed Residential Recovery Centre as well as a Learning and Wellbeing Centre that offer a range of services including primary prevention, health promotion, harm reduction, case-management and social and emotional wellbeing (SEWB) for men, women and families who are experiencing alcohol and/or other drug related problems.

## ABOUT THE POSITION

The Case Management Officer (CMO) position is an Identified position as there is a genuine occupational requirement for the position be filled by an Aboriginal and/or Torres Strait Islander person, as permitted by and arguable under Section 25, 104 and 105 of the Queensland Anti-Discrimination Act (1991).

The Learning and Wellbeing Centre is Gindaja's non-residential service providing Gindaja's day programs, non-residential case management, community development and engagement initiatives, health promotion activities, AOD education and after/continuing care services. The Centre also acts as the first point of contact for all referrals into the Residential Recovery Centre. The overall aim of the Learning and Wellbeing Centre is to: *"heal our Yarrabah community and culture from the destructive impact that alcohol and drug dependency has inflicted on our mob"*.

Reporting to the Learning and Wellbeing Centre Coordinator, the CMO provides high quality, culturally secure, individual, family and group care and support to people accessing the services of the Learning and Wellbeing Centre. The CMO facilitates one-on-one case management, brief interventions, motivational interviewing and other treatment modalities as required, as well as the delivery of Social and Emotional Wellbeing (SEWB) strategies and programs.

## PRIMARY DUTIES AND RESPONSIBILITIES

### Client Care Functions:

- › Provide comprehensive, individual case management services to local Yarrabah people who are wanting non-residential support to recover from alcohol/substance dependence and Gindaja clients who have completed their stay at the Residential Recovery Centre and are integrating back into their home community (Aftercare clients).
- › Ensure service delivery complies with the Gindaja Model of Care, and Principles of Best Practice.
- › Provide co-case management services for clients in partnership with other external services where appropriate and required
- › Provide information and referral, brief interventions, motivational interviewing and other treatment/educational strategies to 'casual' clients, local families and significant others as needed
- › Ensure the safety and security of clients at all times through appropriate monitoring processes and following Gindaja's risk management and health and safety policies and procedures.
- › Facilitate and co-facilitate SEWB strategies and programs to Gindaja clients where required
- › Supervise clients to adhere to OHS directives
- › Ensure client case notes and handover notes are kept up to date and reflect any incidents, relevant conversations and interactions that have occurred over the shift.
- › Actively engage and supervise Gindaja clients in individual/group cultural and recreation activities
- › Provide culturally secure SEWB counselling and yarning to clients.
- › Ensure client privacy and confidentiality are upheld in accordance with national/state/Queensland Health legislation/regulations and Gindaja's policies and procedures.

### Team Functions

- › Participate, support and contribute to Gindaja staff meetings, team meetings and team environment
- › Work in partnership with other staff within the Learning and Wellbeing Centre and across other Gindaja services teams to achieve a consistent and seamless delivery of services to clients
- › Provide support and assistance to other Gindaja staff teams across the organisation as required

### Reporting Functions

- › Maintain proper client records at all times (including case notes and case management plans) ensuring that all client information and associated data is entered into Gindaja's electronic information systems in a timely fashion (MIMASO and LOGIQC)
- › Ensure client files are maintained according to state/national guidelines and legislation
- › Prepare and deliver/facilitate hand-over information/reports as required
- › Participate in service evaluations/reviews (including data collection) as required
- › Provide appropriate written/verbal reports to the Learning and Wellbeing Centre Coordinator as requested.
- › Participate in and contribute to the organisation's Quality Management System

### Networking and Communication Functions

- › Communicate effectively in the workplace with staff and clients.
- › Liaise with other external services, government and non-government agencies to ensure that client needs are met and case management plans are progressed appropriately
- › Attend external sector network meetings as directed by the Learning and Wellbeing Centre Coordinator

- › Act as a source of information, advice and guidance to other staff members as required

### **Health & Safety Functions**

- › Ensure hazardous situations are minimised and/or dealt with proficiently
- › Keep office in a clean and tidy manner

### **Training and Professional Development**

- › Successful applicants must undertake and complete the relevant Insight eLearning induction training modules at commencement of employment as part of Gindaja's orientation process
- › Participate in alcohol and drug education and certified training as required by Gindaja
- › Participate in Workplace Health and Safety Certified Training
- › Participate in any free online training to enhance knowledge and skills

*Please note that the duties outlined in this position description are not exhaustive, and are an indication of the work of the role. Gindaja can direct you to carry out duties which it considers are within your skill, competence and training.*

## **CORE COMPETENCIES**

### **Knowledge and Experience:**

Possessing qualification and/or experience relating to this particular area of work. Must possess education and training in AOD sector, Community Services or Social Work, and be able to display understanding.

### **The ability to work as part of a team:**

Be willing to assist other staff members and undertake training in the workplace to achieve the Gindaja vision of delivering a standard of service that meets the expectations of the community. This approach to teamwork also helps improve skill levels of employees that allows for multi-tasking and development within the team.

### **The ability to develop effective client relationships:**

Gindaja's core business is about serving our clients in the treatment of substance misuse. In order to effectively maintain this service, all employees of Gindaja must have the ability to develop, maintain and engage in client relationships that promote a safe and suitable environment that allows our clients to recover in order to re-integrate with the community. This means that employees will demonstrate empathy (understanding pain). Diversity (accepting differences) and tolerance (patience) when dealing with clients.

### **The ability to communicate effectively:**

Communicates effectively and appropriately with Aboriginal and Torres Strait Islander people and the wider community.

Must have the ability to communicate effectively and respectfully to all clients, staff and external stakeholders.

## QUALIFICATIONS/EXPERIENCE

### Required

- › Appropriate and valid evidence of Aboriginal and or Torres Strait Islander descent, and that you identify as Aboriginal and/or Torres Strait Islander
- › Certificate or Diploma level qualification in Community Services, AOD, Social Work and/or previous experience in a similar/related role
- › C Class Drivers Licence
- › Willingness to undertake regular motor vehicle travel to Cairns and surrounds
- › Positive Notice Blue Card/Working with Children Card
- › Criminal History Check
- › Sober Habits/No Drug Use

### Desirable:

- › Current Senior First Aid Certificate or up to date CPR Certificate

## SELECTION CRITERIA

- › A knowledge and understanding of Aboriginal and Torres Strait Islander Societies and their cultures, and a general understanding of the issues that are affecting Aboriginal and Torres Strait Islander people as they relate to alcohol and substance misuse.
- › Demonstrated experience in providing case management services to Aboriginal and Torres Strait Islander people
- › Highly developed communication skills (including negotiation, conflict resolution/mediation and report writing) with a demonstrated ability to communicate effectively across a range of stakeholders
- › Demonstrated ability to facilitate programs based on the need of clients recovering from substance misuse.
- › Demonstrated ability to develop and maintain good communication / inter-personal skills with clients
- › Demonstrated ability to work as part of a team
- › Demonstrated ability to use a computer
- › Understanding of, or ability to acquire knowledge of workplace health and safety practices.