



**POSITION DESCRIPTION**

<b>Position</b>	Case Manager – Velocity Transformations AOD campus in Moonah, Hobart, Tasmania.
<b>Level</b>	4.1 – 5.1 (SCHCADS 2010 Industry Award)
<b>Job Status</b>	Perm part-time
<b>Reports to</b>	Campus Director, Velocity Transformations, Hobart.
<b>Number of Subordinates</b>	Nil
<b>Working Hours</b>	3 - 4 days per week (by negotiation)

**Philosophy of Transformations Program Australia Ltd (TPA)**

TPA is a network of Australian based AOD residential rehab campuses that operate interdependently. Velocity Transformations is one of those campuses, operating out of Moonah (a suburb of metropolitan Hobart) in Tasmania. We believe that every individual deserves to live a life that maximizes their potential and restores them to health. We believe that the reasons that a person has a life controlling addiction are vast and many and thus the approach to recovery must be that of a holistic, evidence-based approach. TPA’s program is supported by a Christian worldview.

This being our underlying foundation, our approach to therapy covers four main areas; Biological, Social, Psychological and Spiritual. We are ultimately committed to seeing clients within our care restored to wholeness and freedom from dependence upon any person, behaviour, chemical or destructive pattern of thinking.

Our programs can assist our clients to strengthen their decision to stop taking their drug/s of dependence and to deal with the underlying reasons for drug use and addictions of all kinds. They also offer clients practical skills that can help their behaviour to become more self-regulatory and enhance their choices in making major lifestyle changes in order to stay free of drug/s of dependence.

**Velocity Transformations (VT)**

VT is a tri-partite partnership between TPA, Velocity Church (in Moonah), and Tasmanian based registered for-purpose charity, Pathways Tasmania Inc. VT has been in operation since late 2015. TPA provide the licensed program and clinical program support, Velocity provide the program infrastructure (resident homes and staff office space), and Pathways provide the professional staff (salaries, staff entitlements and program vehicles) which is partly funded by Tasmanian State government grants. The rest is funded through active Pathways fundraising. This Case Manager position is as an employee of Pathways Tasmania working as part of this tri-partite team, to support the new women’s program to launch in June 2019. This Case Manager position involves working closely alongside an existing Case Manager who primarily supports the male program. The position reports to the Campus Director, who reports to the Pathways CEO, based in Hobart.

**Transformations Therapeutic Community Program**

The Transformations Therapeutic Community Program is a specialist alcohol and other drug treatment program that works on a Therapeutic Community Model. TPA is seeking accreditation with ATCA (Australasian Therapeutic Communities Association), the peak body in this space in Australia, and is

undergoing an exciting program enhancement which is guided by ATCA's best practice standards. Our program's goal is to enhance the capacity and commitment of clients to achieve, as well as maintain, an optimal level of personal and social functioning free from harmful drug use and associated addictions.

Our clients present with many complex problems associated with their drug use, including mental health issues, self-harm, trauma, dysfunctional relationships and dual diagnosis.

### **Managerial / Supervisory Responsibility:**

The Case Management Model requires clinical governance and the maintenance of systems for case reviews in the context of treatment planning and measuring progress. Transformations follows recommendations for conforming with evidence-based best practice Therapeutic Communities.

Our service will provide a weekly Individual Treatment Plan (ITP). Our aim is to develop a tailor-made program to meet individual needs of residents, based on a holistic framework with assessment tools that align with client-centred trauma informed and gender responsive care. Resident goals (short, medium and long) will be implemented and regularly reviewed measuring progress; flexible exit planning and community reintegration goals are discussed and put into place.

This role is responsible for upholding strong boundaries and role modelling "TC" living. A high level of transparency, accountability and integrity is required.

This role may include the supervision of residents in the TC and providing them with support, guidance and structure. Decisions for client's needs will be made as a staff team of professionals with case management being a crucial part of the decision-making process. This role also requires the ability to be available for on-call support managed through a rostering system.

### **Key Responsibilities & Tasks:**

#### **Service Delivery**

- Supervise, support and advise residents regarding house responsibilities, and facilitate the maintenance of the therapeutic community process.
- Provide referral services, crisis counselling, client mediation and group support to residents when necessary.
- Participate in daily handover meetings with fellow staff and volunteers.
- Attend and contribute in Staff Meetings.
- Liaise with Director on a daily basis to facilitate appointments in conjunction with work therapy and daily requirements.
- Work actively with the State's alcohol and drug service and community agencies to meet the needs of Aboriginal and Torres Strait Islander people.
- Maintain communication and proactively prepare clients entering the program ensuring appropriateness for a range of potential residents including Aboriginal and Torres Strait Islander people, those from diverse cultural and linguistic backgrounds, the LGBTI community, and women.
- Partner with and maintain strong relationships with Aboriginal Torres Strait Organisations and ensure that Transformations is culturally sensitive and can meet the needs of Aboriginal Torres Strait people.
- Conduct trauma-informed face to face case management pre-admission, encouraging individuals to record AOD use, recognise triggers and begin to manage cravings.
- Liaise on a case management level with all professionals within the scope of professional guidelines and confidentiality. For example, counsellors, psychologists, GP's, Centrelink, Parole, Magistrates etc.
- Conduct case management meetings with clients according to policies and procedures, helping them to identify and achieve goals using a holistic approach in conjunction with the staff team.
- Contribute to the development of the ITP to address identified problems and complete weekly reviews of resident's case management plans.
- Negotiate and facilitate the necessary supports to assist clients to achieve their goals and promote links to networks and community inclusions.

- Actively and constructively participate in discussion and problem-solving activities which will be aimed at resolving issues affecting individual or community functioning.
- Refer and discharge clients in accordance with provided policies, procedures and criteria, under management direction.
- Support optimal house functioning in conjunction with supervisors and other staff.
- Consult with Directors and other staff members in relation to any crisis, emergency or difficult medical or Therapeutic Community issue.
- Maintain a positive, consistent, caring approach when working with at risk individuals and their issues maintaining relationships based on integrity, stability and safety.
- Ensure the implementation of all organisational policies and procedures at all times.
- Implement the theoretical framework for counselling in a drug and alcohol service context.
- Behave ethically and function collaboratively as a member of VT to create and maintain an optimal therapeutic environment.
- Relating to clients in a manner which is relevant and appropriate to their developmental and cognitive level of functioning.
- Initiate a 6-week minimum after-care program with ex-residents with a weekly phone call.
- Demonstrate ability to work with the Program's Christian ethos and worldview, which is supported by both Pathways and TPA.

#### Service Performance

- Maintain effective record keeping on all clients including the maintenance of comprehensive databases, and regular and timely updating of all client files, including the documentation of all counselling sessions in line with policies and procedures.
- Contribute to the monitoring of service performance as required.
- Contribute to the generation of service reports as required.

#### Quality

- Participate in program evaluation and quality assurance activities including data collection, monitoring of outcomes, meeting of performance indicators, accreditation activities and other quality related initiatives.
- Engage with current residents and graduates in service planning and review processes for the development of the program.
- Liaise with management with program content evaluation and development.
- Maintain personal and professional development, by actively and constructively participating in both individual and team training and development activities, and regular clinical and personal supervision.
- Participate in personal evaluation initiatives including performance appraisals.

#### Health & Safety

- Work in a healthy & safe manner and encourage others to do the same.
- Be self-aware of the stressors related to work in the AOD sector and communicate pro-actively the need for any support needed.
- Be aware of and adhere to OH&S policies and procedures
- Participate in any required training .
- Comply with all warning & safety signage.
- Report or rectify any unsafe conditions which come to their attention.
- Complete an accident/ incident form for all accidents/ incidents.
- Report all serious incidents or injuries immediately to on-call senior Staff.

#### Terms and Conditions of Service:

This job description may be amended by management through consultation with the post holder in order to reflect changes in, or to, the job.

Case Manager must adhere to all policies and procedures for staff. The code of ethics must be read, agreed upon and signed. If code of conduct is in breach, disciplinary measures consist of Grievance Forms and verbal and written warnings before the position is reviewed for suitability.

Applicant must hold a minimum of a Certificate 4 in AOD or similar. Training at TPA Head Office will be mandatory for a period of up to 4 non-concurrent weeks (this will not apply to applicants who have appropriate experience working within a TPA campus).

Review: The responsibilities of this post will be reviewed in consultation with the post holder every 6 months.

Applicants should send their resume and cover letter addressing the above selection criteria to:

Aldo Antolli CEO <a href="mailto:ceo@pathwaystas.org.au">ceo@pathwaystas.org.au</a> or contact him on (03) 6223 1065 weekdays
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