



**POSITION DESCRIPTION**

<b>Position</b>	Case Manager VT Women’s Program – 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>	2 days per week (Tues – Fri)

**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 men's program to grow. This Case Manager position involves working closely alongside an existing Case Manager who primarily supports the male program. The position reports to the Velocity Transformations Campus Director.

### **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 conditions.

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

The Case Management Model requires governance and 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 in Therapeutic Communities.

Our service will provide a weekly updated 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 when required 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.
- Provide on-call support as rostered (an on-call allowance will be paid)
- 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 and Torres Strait Organisations and ensure that case management is culturally sensitive and can meet the needs of Aboriginal and Torres Strait people.
- Conduct trauma-informed 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.
- 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.
- Develop Safe Exit Plans for Clients on Admission and at each Stage Up.
- Support optimal house function 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.
- 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 Pathways and Transformations policies and procedures.
- Contribute to the monitoring of service performance as required.
- Contribute to the generation of service reports as required.
- Use Outcome Star and Mimaso online platforms for maintaining Case Management Records.

#### 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 and 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

#### **Selection criteria:**

##### **Essential**

- A current Class C Drivers licence and ability to drive as needed.
- Cert 4 or higher in AOD or Community Service or similar.
- A working with vulnerable people certificate of clearance.
- Highly developed advocacy skills and proven experience advocating on behalf of vulnerable people and those with high support needs.
- Proven ability and experience working one on one with clients in a Case Management setting.
- Well developed negotiation and conflict resolution skills and the ability to de-escalate clients as needed.
- A sound understanding of computer skills (Outcome Star experience would be beneficial but not essential).
- Highly developed communication skills and experience communicating with people who have been affected by trauma.
- An awareness of work place health and safety issues as they apply to the AOD sector.

##### **Desirable**

- Well developed referral networks within the AOD industry in Hobart and surrounds.

#### **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 may be required from time to time.

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:

Tracey-Lee Cane or Aldo Antolli  
[apply@pathwaystas.org.au](mailto:apply@pathwaystas.org.au)  
or contact Aldo on (0447) 263 511 weekdays

Pathways Tasmania Inc.  
Phone: (03) 6223 1065  
Email: [info@pathwaystas.org.au](mailto:info@pathwaystas.org.au)  
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