NUNKUWARRIN YUNTI OF SOUTH AUSTRALIA INC

182 – 190 Wakefield St, ADELAIDE, SA 5000

JOB & PERSON DESCRIPTION

POSITION TITLE:	CLASSIFICATION LEVEL:
Case Manager, Harm Minimisation	NY Enterprise Agreement 2017 HS Level 3
PROGRAM:	**SECTION:**
Harm Minimisation	Community Health Promotion and Education
TENURE/STATUS:	**LOCATION (if other than Wakefield Street Adelaide):**
Full Time (subject to funding)	Wakefield St, Brady St
POSITION REPORTS TO:	**WORKS CLOSELY WITH:**
Team Manager, Health Promotion (Harm Minimisation)	Primary Care Services, Social and Emotional Wellbeing Services, internal and external stakeholders of NY

1. PURPOSE STATEMENT

Nunkuwarrin Yunti aims to promote and deliver improvement in the health and wellbeing of all Aboriginal and Torres Strait Islander people in the greater metropolitan area of Adelaide and to advance their social, cultural and economic status. The Organisation places a strong focus on a client centred approach to the delivery of services and a collaborative working culture to achieve the best possible outcomes for our clients.

The Harm Minimisation – Case Manager position is located with the Community Health Promotion and Education Unit. The team aims to build healthy Aboriginal and Torres Strait Islander communities by minimising the hard that substance misuse has on individuals, families and communities inclusive of responding to people who inject drugs and reducing the transmission of Blood Borne Viruses.

A key function of the position is to provide and promote, preventative and rehabilitative services that increase access to and successful treatment for Alcohol and other drug misuse. The position will provide information, education and support, clean needle program services, brief interventions and develop and implement care coordination plans. All work functions will be delivered in accordance with organisations commitment to harm minimisation services and practice which encompasses a balance between harm reduction (e.g. needle and syringe programs) and demand reduction (e.g. treatment and other services intended to assist individuals to reduce and/or cease substance use).

The primary role of the Case Manager includes but not limited to:

- Undertake development, procurement and distribution of educational and promotional materials
- Provide inclusive, client driven case management for people with substance abuse issues
- Undertake, broker and/or facilitate access to support networks, aftercare and self-help groups and community activities, and assist clients to build/access these networks
- Liaise, advocate and broker services between clients and internal and external stakeholders as necessary
- Establish and maintain collaborative and productive working relationships with current and potential stakeholders and partners, both internally and externally
- Liaise and consult with other services to develop and support the provision of recovery and harm reduction orientated treatment that aligns with the client's individual treatment plan

2. KEY RESPONSIBILITIES/DUTIES

Identify the significant services of work, which are the key outputs of the position

KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines)
Core program activities (Case Management)	• To develop, promote and provide clients with culturally appropriate information on how to reduce the effects/impacts of drug and alcohol; • Coordinate and deliver regular and reliable Clean Needle Program services onsite as required; • Provide referrals to internal and external service providers • Conduct, coordinate and implement initial assessments and care plan for individuals and family members affected by Alcohol and other drugs; • Ensure case notes and other confidential records are documented and filed as required to meet program procedures; • Support and link clients to broader rehabilitation options such as employment, education, social services, recreation and health; • Undertake program activities consistent with program objectives that address identified community health needs in line with program plans, community and organisation guidelines.
Networking and Program Promotion	• Undertake development, procurement and distribution of educational and promotional materials focused on increasing community awareness of the harm minimisation Program, Pharmacotherapy, safer injecting practices, harms associated with intravenous drug use and awareness of blood borne viruses; • Actively develop and maintain effective internal and external networks in a professional manner; • Involvement on intra and inter-agency activities to support better comprehensive health care to this target group; • Attend conferences, open days, meetings and occasions where there is opportunity to network with workers in this sector; • Maintain regular contact with other health professionals through receiving information via mailing lists, list servers and other means of information exchange.
Program Evaluation and Quality Improvement	• Participate in activities that improve the quality of the program inclusive CQI cycles, systems audits and undertake evaluation activities that ensure quality outcomes are realised.
Team & Organisational Activities Maintain a collaborative working relationship with other Paanthi team members as part of a multi-disciplinary team	• Contributing to and supporting positive team morale; • Actively and regularly participating in team planning activities and team meetings where viable; • Actively developing and maintaining effective internal and external networks in a professional manner;

KEY RESPONSIBILITIES (Outputs of the job)	PERFORMANCE MEASURES (Measures the outcome of the following activities by quantity, quality, or timelines)
Participate in working groups and activities	• Working collaboratively with and supporting other Nunkuwarrin Yunti colleagues and teams where required; • Contribute to the development and implementation of Program policies and procedures; • Contribute to the strategic planning activities of the Program; • Participating in internal working groups, committees and organisational activities where requested and/or willingly volunteering to contribute to organisational activities; • Promote and present a positive image of Nunkuwarrin Yunti to other staff, clients and the community in general.
Professional Development Participate in personal and professional development activities	• Foster a professional environment through delivering culturally safe services to Nunkuwarrin Yunti clients; • Attend professional development training courses related to effective delivery of services; • Attend professional meetings as required such as reflective practice, multi-disciplinary, debriefings and networking; • Participate in training for self-care and undertake regular performance development reviews.
Administrative Activities Ensure compliance with a range of administrative practices which support the Community Health Promotion team and Nunkuwarrin Yunti services	• Ensure records of all program activities are documented in line with program procedures and are available to support ongoing program monitoring; • Participate in program evaluation and associated activities aimed at ensuring quality outcomes are achieved; • Provide regular statistical and other reports as requested within the templates provided; • Ensure secure management of client data and client files and compliance with privacy policies and legislation.

3. SELECTION CRITERIA

ESSENTIAL – includes qualifications, skills, experience and knowledge

- Minimum qualification is Certificate IV in Aboriginal Primary Health Care, community/social health services or related field with minimum two (2) years demonstrated vocational experience in the related field consistent with position role and responsibilities
- Experience in providing effective and well-informed advice, assessment, care coordination, advocacy, liaison and referral to community services
- Well developed written and verbal communication skills and the ability to communicate effectively with Aboriginal and Torres Strait Islander people
- Ability to liaise, network and negotiate with arrange of human services organisations and government agencies experience in the Northern and Southern Suburbs will be highly valued
- Ability to deal with people with high and complex needs and conflict constructively
- An understanding and knowledge of social, health and cultural issues effecting the Aboriginal and Torres Strait Islander population in Adelaide and the greater metropolitan region

- Demonstrated experience in case management, care coordination, program coordination and delivery
- Understanding of legal issues and legislation related to role
- Strong understanding of principles and delivery of comprehensive services to complex clients such as social and emotional wellbeing and group work
- Highly developed knowledge of theory and practice in a range of interventions
- High level negotiation skills with ability to resolve conflict successfully
- Experience in managing a case load with high and complex need clients
- Ability to research, analyse and contribute to project planning, development and delivery
- Demonstrated high level communication, presentation and negotiation skills with people from a diverse range of backgrounds, professions and organisations
- Ability to work with Aboriginal and Torres Strait Islander people and/or communities and their leaders, respecting traditional culture, values and ways of doing business

DESIRABLE

- Previous experience working in community primary health projects/programs that demonstrate best practice for Aboriginal and Torres Strait Islander people and/or community.
- Strong commitment to harm minimization principles and understand addictive behaviors, in particular people who inject drugs.

4. APPOINTMENT CONDITIONS

Special Conditions and Status

- Full time, subject to continuity of funding.
- This position has specific responsibilities for the Northern region and will be based in Brady St, Elizabeth two (2) days per week.
- Some out of hours work may be required.
- Some intrastate travel may be required.
- Appointment is subject to a satisfactory National Police Clearance Certificate and Working with Children Check.
- Subject to 6 months satisfactory probationary period unless the appointee is a current employee of Nunkuwarrin Yunti and has completed the required probationary period to being appointed to this position.
- Salary sacrifice, superannuation, employer contribution.
- Current South Australian full Driver's Licence and willing to drive in the course of work activities.
- Conditions of employment are in accordance with the terms and conditions stated in the relevant Enterprise Agreement.

5. PERFORMANCE/SKILL STANDARDS

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

6. WORK HEALTH AND SAFETY

Follow defined work health and safety legislation, and Nunkuwarrin Yunti's policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher level representative as you deem necessary, to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident or injury, which arises in the course of your work.

7. EQUAL EMPLOYMENT OPPORTUNITY

Responsibility Statement

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

Recognise that confidentiality will be abided by at all times in line with Organisational policy and respect the cultural sensitivity of all clients/customers of Nunkuwarrin Yunti of South Australia Inc.

Abide by the policies and procedures of Nunkuwarrin Yunti of South Australia Inc.

8. CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

Employee Statement:

As occupant of this position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date

Job and Person Description Approval

Date approved: / /

MIDDLE MANAGER	CHIEF EXECUTIVE OFFICER
Name: EVA PRATT **Signature:**	**Name:** **Signature:**