



POSITION DESCRIPTION

Position Title	Admissions Case Worker
Directorate:	Withdrawal and Community Services
Program	Withdrawal and Coordinated Care
Award/Agreement	Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016
Classification	Level 4
Reports to	Senior Intake Advisor
Employment Type	Part-Time
Date of Review	4/01/2021

The Organisation
<p>We believe every person can change, grow and rebuild their lives if they choose. Since 1984, Windana has helped thousands of people take a new direction to lead healthy, productive and happy lives.</p> <p>Windana is a leading Melbourne-based drug and alcohol treatment organisation providing holistic services tailored to each client's unique situation, wherever they may be on their recovery journey.</p> <p>We support close to 1500 people across Victoria every year by providing AOD treatment services including residential withdrawal services, residential rehabilitation and a suite of non-residential and complementary services.</p> <p>Windana is a QIP accredited organisation currently employing over 150 highly experienced staff across multiple sites in metropolitan and regional Victoria.</p> <p>Our Mission Helping people to rebuild their lives.</p> <p>Our Vision We will provide a range of complementary treatment services to support individuals and families to assist them to recover from the harmful effects of drugs and alcohol. We will draw on our specialist expertise to increase community understanding of drug and alcohol related issues and we will develop a pro-active, educative focus to our work.</p> <p>Our Principles</p> <ul style="list-style-type: none"> • Provide a range of approaches and give attention to all aspects of an individual. • Provide unflagging belief and support for individuals who wish to change and grow. • Respect differences in culture, religion, gender, age, family situation, background and economic status. • Commit to honesty and respect in all our relationships. • Draw on our expertise to develop new approaches to support treatment information and community education. • Develop processes and practices that are open, fair and honest. <p>What we believe We believe that people can rebuild their lives.</p>

<p>Program Information</p>
<p>The Withdrawal and Coordinated Care program includes the Admissions Team; the Adult Residential Withdrawal Unit, know as Drug Withdrawal House (DWH); the Youth Residential Withdrawal Unit, known as Windana Youth Community House (WYCH); the Non-residential withdrawal programs (NRW) located in Dandenong, Frankston, Mornington Peninsula and Geelong; the Harm Reduction worker; and the Dual Diagnosis Practitioner, work together to offer a comprehensive suite of services for clients with drug and alcohol related problems.</p> <p>Windana’s Admissions Team coordinates all admissions to the DWH. The DWH is a 15-bed residential unit which offers a supported withdrawal from alcohol and other drugs for people 18 years and over. Length of stay is generally between 7-10 days and on discharge some clients go directly into residential rehab. Both contemporary medical treatment and complementary therapies are offered in the program.</p> <p>Staff in all programs conduct their work from a trauma informed framework ensuring the client’s experience of the service is in keeping with the five core principles of trauma informed practice - safety, trustworthiness, choice, collaboration, and empowerment.</p>
<p>Position Objective</p>
<p>The Admissions Case Worker works collaboratively with the referrer, the client, the medical service providers and the relevant Windana treatment team, ensuring clients have a smooth transition into the most appropriate treatment.</p>
<p>Position Responsibilities</p>
<ul style="list-style-type: none"> • Act as liaison point between the client, the referrer, the medical services providers to Windana, and the relevant Windana treatment team, coordinating roles and responsibilities between service providers, ensuring the client experiences a safe and supportive transition between services • Coordinate assessment, preadmission and admission appointments and bed bookings and monitor occupancy levels in the unit • Validate and update referral information with the client and/or referrer for accuracy and relevance to the requested treatment, paying attention to details of medications, drug and alcohol dependence diagnosis, relevant physical and mental health conditions, and any relevant legal issues • Identify risks such as family violence, risk of suicide or self-harm, serious health or mental health crisis, and alert senior staff to the need to act on this information for the client’s safety, prioritizing clients at high risk where indicated • Ensure family violence and/or child safety concerns are identified, documented, and reported in keeping with the Windana procedures, the MARAM framework, and the responsibilities of a prescribed Information Sharing Entity (ISE) • Identify special needs and ensure withdrawal services are aware of these requirements, such as CALD needs, complex mental health, physical mobility, or other complex physical needs • Conduct face to face assessments, participate in preadmission clinics, and arrange meetings with clients and their families or significant others as required, to provide information about treatment and ensure the client is suitably prepared for withdrawal treatment • Provide case management to clients on the waiting list, communicating likely wait times and admission process, incorporating strategies such as mindfulness, motivational interviewing, relapse prevention and cognitive behaviour therapy (CBT) in an effort to keep them engaged and motivated to achieve their treatment goals • Document all relevant treatment information into the relevant patient management system (Mastercare / Penelope) • Attend to administration tasks such as email enquiries, data entry and discharging clients as needed

- Act up as Senior Intake Advisor when required ensuring the business continues and client access to treatment is not impacted
- Attend and participate in clinical supervision
- Assist analysing data relevant to the referral and admissions processes and provide feedback and analysis regarding any potential issues, concerns or requirements

Key Working Relationships

Internal:	External:
Windana Staff	Other AOD services both local and interstate
Clients/residents	General Practitioners providing services to Adult Withdrawal Unit clients
DWH Group program providers	Acute Hospital and mental health service providers
Providers of services to Windana clients	Suppliers of products and services to Windana clients including Pharmacy

Selection Criteria

Mandatory Skills & Competencies

- Relevant health or welfare tertiary qualification such as Social Work, Psychology, Occupational Therapy, Enrolled Nursing or Allied Health Sciences
- Minimum Certificate IV in AOD or ability to commence studies within 6 months of employment (except if completed higher qualification such as grad dip addictions or master's addiction)
- Sound knowledge of the clinical manifestations of drug and alcohol withdrawal and clinical assessment tools used to measure progress in withdrawal
- Ability to apply a high level of assessment skills and a sound knowledge of the principles of clinical risk assessment and management both on the phone and face to face
- Ability to prioritise the needs of the client and develop culturally appropriate, trauma informed treatment plans with strategies to support clients with a co morbid mental illness and drug & alcohol issues
- Ability to establish rapport with a range of stakeholders including clients, families, staff, and external service providers
- Competent in both written and verbal communication and organisational and time management skills

Desirable Skills & Competencies

- Post graduate level qualification (e.g. Grad Dip or Masters in Addiction or Mental Health)
- Previous experience working in alcohol and drug, mental health or health and welfare setting
- Skills and experience in providing counselling, case management or group-based interventions
- Experience in the use of Microsoft word and excel, and client record management systems such as Mastercare, Penelope

Additional Requirements

All employees are required to:

- Obtain a valid Working with Children Check for this position; a police check will be administered for preferred candidates.
- Register Windana as an employer with the Department of Justice for the Working with Children

check before commencement

- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Windana clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Windana in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Windana
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Windana management. Windana is committed to child safety and is a Child Safe organisation
- Be aware of and comply with the Windana Code of Ethics and Practice
- Have a current Victorian Driver's license
- Have valid working rights to work in Australia

General Information

- Employment terms and conditions are provided in accordance with the Windana Drug and Alcohol Recovery Inc. Enterprise Agreement 2016
- All positions at Windana are subject to on-going government funding.
- Remuneration Packaging is available in accordance with current legislation.
- Windana is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment and/or discrimination. The organisation promotes diversity and awareness in the workplace.
- Under the Accident Compensation Act, it is the applicant's duty to advise Windana of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so seriously jeopardises any entitlement the employee might have for a work-related aggravation of that non-disclosed pre-existing condition.
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Windana reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Redeployment to other services or sites within Windana may be required

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature: _____ Date: _____