Connect Wanju Case Worker

Job title: Connect Wanju Case Worker
Reporting to: Connect Wanju Program Supervisor
Location: East Perth base with services delivered at various Perth Metro sites

Purpose

Provide individualised case management and interventions including AOD counselling and motivational interviewing and the development of treatment plans to assist participants to achieve progress towards successful outcomes in the Connect Wanju program and the broader General Court Intervention Program. The position will manage a caseload of participants providing individual and group counselling services and onward referrals where needs cannot be met within the team, identifying and facilitating engagement with community programs and services.

Key responsibilities and duties

Case Management

- Identify and implement appropriate trauma informed counselling techniques and encourage behavioural modification strategies to assist participants to plan, maintain and support longer term change.
- Using the Department’s GCIP assessment, received through the referral process, to collaboratively identify strengths, mitigate and work through participants challenges and this information to inform the development of individual treatment plans.
- Identify and prioritise needs to address crisis elements and pre-empt barriers to progress recovery.
- Coordinate peer support engagement opportunity as soon as possible.
- Manage own caseload and assist team members where needed.
- Provide counselling, including but not limited to; brief intervention, motivational interviewing, socratic questioning/enquiry, harm minimisation, general education and information as per assessment needs.
- Support participants in court or with other required attendances.
- Arrange and co-ordinate advocacy and brokerage support when needed to support participant outcomes.
- Facilitate minimum weekly/fortnightly meetings with participants, providing coaching and support to progress their treatment plan and agreed goals.
- Coach and mentor for skills and strategies which support participants to achieve their goals including to assist participants to increase wellbeing and pro-social functioning.
• Assist participants to engage with and fully participate in support programs that will assist them to achieve treatment plan outcomes.
• Provide culturally appropriate, respectful, sensitive and secure support. Build relationships and connection with cultural community members particularly for Aboriginal people referred to the service.

**Collaboration**

• Develop partnerships and collaborate with the Department of Justice staff inclusive but not limited to General Court Intervention Program [GCIP] staff.
• Support participants of the GCIP to maximise positive progress in each of the domains assessed as requiring support by GCIP Case Managers.
• Support GCIP Case Managers by providing weekly updates, development and progressing the Treatment Plans, and other reports as may be requested.
• Establish and maintain relationships with specialist and allied health services and agencies such as; mental health, accommodation providers, employment, training and financial counselling.
• Support participants to connect with community supports such as peer programs, family supports, relevant cultural services and/or social options while in the GCIP and then to maintain post program.

**Reporting and Compliance**

• Document management to be of a high quality and standard. This includes the timely completion of participants notes; management and allocation of referrals; completion and coordination of assessments, weekly updates, treatment plans and reports.
• The GCIP is a time sensitive program. All documentation that is required by GCIP case managers must meet timelines, these are not negotiable.
• The court and the Department may require additional information and data in addition to operational requirements, these are also to be prioritised and satisfy the timelines requested.
• Complete final post GCIP service assessment to support continuous quality improvement.
• Fulfil organisational responsibilities such as attending staff meetings, case conferences, supervision and further training and professional development.

**Relationships**

• Develop and maintain strong collaborative relationship with the Supervisor and GCIP Case Work team
• Develop and maintain partnerships with involved brokerage services, other health and wellbeing agencies and care representatives.
• Engage with participants support network as needed.
Selection criteria - essential

- Relevant education or qualifications in social, behavioural or health sciences, counselling or significant experience at an equivalent level
- Developed counselling and motivational interviewing skills
- Facilitation of group educational and therapeutic programs
- Demonstrated assessment skills and well-developed case management skills
- Well-developed report and case note skills
- Experience working with clients and populations from a diverse set of backgrounds including those from CALD backgrounds and/or Aboriginal people
- Experience working with clients presenting with complex and co-occurring needs
- Experience coordinating multiple service providers to deliver participant outcomes
- Applied knowledge of a specific area of case management. This may include:
  - Alcohol and other drugs
  - Mental Health
  - Housing support
  - Family counselling
  - Social and economic needs
  - Education, vocational training or employment
- Experience working within a multi-disciplinary team
- Valid drivers’ licence
- Previous experience working with the justice system would be highly regarded
- Ability to obtain satisfactory National Police clearance and any required Department of Justice clearance