



**Drug & Alcohol Recovery**

### **POSITION DESCRIPTION**

**POSITION TITLE: INTAKE AND ASSESSMENT / COUNSELLOR,  
CASE MANAGER .8 EFT MATERNITY LEAVE**

**PROGRAM: COMMUNITY SERVICES**

**REPORTS TO: PROGRAM MANAGER COMMUNITY SERVICES**

**SUPERVISE: N/A**

### **ORGANISATIONAL BACKGROUND**

Windana was established in 1984. It is an independent organisation, incorporated under the Associations Incorporation (Amendment) Act 1997 and managed by a Board of Management.

Both Commonwealth and State drug and alcohol objectives are adopted involving the utilization of harm minimization approaches, a focus on minimal/brief interventions and the provision of medium to long term support. Windana currently operates five programs that aim to empower drug users to improve their quality of life. These are Residential Adult and Youth Drug Withdrawal, the Therapeutic Community, Supported Accommodation, Outreach and Community Services. A variety of ancillary staff, volunteers and partnerships with a diverse range of organisations all provide a broad base for service delivery.

Further information about Windana's underpinning philosophy and more detail about services provided are available in a separate information pack or on the Windana website [www.windana.org.au](http://www.windana.org.au).

Windana receives recurrent funding from the Victorian Department of Human Services and the Federal Department of Health and Ageing. Some services are statewide and others focus on the Southern Region.

**WINDANA**

TITLE  
Page

**POSITION DESCRIPTIONS**  
2 of 7

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Central administration functions are located in St Kilda. The organisation employs 60 EFT staff and has a budget of over \$6 M.

**ORGANISATION CONTEXT:**

Windana provides a range of drug treatment services including Adult and Youth Residential Withdrawal, a Therapeutic Community, Supported Accommodation and Community Health and Integration (Parenting Groups, Peer Support, Counselling, Family Therapy and a range of Complementary Therapies).

**PROGRAM INFORMATION:**

The Intake and Assessment / Counsellor, Case Manager will work as part of a central intake and assessment team with responsibility for developing flexible, responsive and coordinated pathways for clients entering Windana. This is a 4 day per week maternity leave position that may be extended beyond the initial 12 months.

**OBJECTIVE OF THE POSITION:**

- To facilitate access to Windana services for people with problematic alcohol and drug use.
- To liaise with other Windana services so as to ensure seamless and appropriate client entry to required services.
- To develop coordinated care planning for people accessing Windana.
- To maintain strong links with other relevant sector services to ensure cooperation in the overall delivery of support, withdrawal and rehabilitation services to clients and their families.
- To provide counselling and case management.

**LIAISE WITH (key internal and external contacts):**

**KEY RESPONSIBILITIES  
(KPI's)**

**KEY PERFORMANCE INDICATORS**

Perform all duties within the context of the Windana philosophy, policies and procedures.	All policies and procedures are read and understood, including all revised policies and procedural documents
<ul style="list-style-type: none"><li>• <b>Provide effective assessment, case management and counselling to clients referred through ACSO/COATS or from other Windana programs.</b></li></ul>	

<ul style="list-style-type: none"><li>• To provide a range of psychosocial treatment and support services, including counselling to effect and maintain therapeutic change in individuals with alcohol and drug use problems.</li><li>• To provide a variety of counselling interventions including individual or group-based interventions, relapse prevention, cognitive-behavioural interventions, motivational interviewing, controlled use interventions and psychotherapy, when appropriate.</li><li>• To undertake intake and assessment sessions.</li><li>• To provide case management and planning for clients with complex problems or who require assistance in controlling their drug use which includes:<ul style="list-style-type: none"><li>○ Conducting an assessment of the client’s continuing alcohol and drug service requirements;</li><li>○ Developing an Individual Treatment Plan with the client, this is based on the initial assessment, including appropriate referrals.</li></ul></li><li>• To facilitate linkages with other health service providers in relation to the management and treatment of alcohol and drug problems.</li><li>• To work within the Community Services team in the provision of initial needs identification, information and referral of individuals, families and carers including taking part in the duty roster.</li></ul>	
<p><b>To implement the Intake Service to ensure responsive and timely access to Windana Assessment processes or to other appropriate services.</b></p>	

<ul style="list-style-type: none"><li>• <b>Allocate eligibility into the Community Residential Drug Withdrawal Unit and Therapeutic Community based on initial needs.</b></li><li>• <b>Make appointments for assessment for the Therapeutic Community and Community Residential Drug Withdrawal Unit.</b></li><li>• <b>Telephone clients to confirm appointments.</b></li><li>• <b>Facilitate access to assessment processes or referral for clients with urgent needs.</b></li><li>• <b>To refer complex issues to an internal staff member or to an external agency.</b></li></ul>	
<p><b>Information and referral services/community relationships.</b></p> <ul style="list-style-type: none"><li>• <b>Maintain comprehensive information on relevant local, regional and statewide services.</b></li><li>• <b>Maintain relationships with appropriate services in a local, regional and statewide context.</b></li></ul>	
<p><b>Teamwork</b></p> <ul style="list-style-type: none"><li>• <b>Work collaboratively with Reception staff with regard to all aspects of client access to Windana services, including the provision of information and the management of the client waiting area.</b></li><li>• <b>Attendance at required staff meetings and active participation in case practice discussions and other program themes and issues.</b></li><li>• <b>Encouragement of and participation in collaborative decision making processes in the staff team.</b></li><li>• <b>Contribute towards sustaining a safe workplace at Windana</b></li></ul>	

<p><b>through collaborative involvement in Occupational Health &amp; Safety policy and practice.</b></p> <ul style="list-style-type: none"><li>• <b>Contribute as required to program and organisational continuous improvement processes.</b></li></ul>	
<p><b>Administrative tasks designed to enhance and improve service delivery and program effectiveness and accountability.</b></p> <ul style="list-style-type: none"><li>• <b>Responsibility for the collection of relevant qualitative and quantitative data.</b></li><li>• <b>Responsibility for standards and protocols involving client case notes.</b></li><li>• <b>Compliance with organisational administrative and accountability protocols.</b></li><li>• <b>Record required documentation regarding each enquiry.</b></li></ul>	

**SELECTION CRITERIA**

**MANDATORY SKILLS & COMPENTENCIES**

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- Qualification in AOD Studies (minimum Certificate IV), social work, counselling or psychology.
- Empathic to values of Windana.
- Commitment to continuous quality improvement.
- Commitment to OH&S.
- High-level skills in engaging individuals with complex needs in telephone work and on a one to one basis.
- The ability to discern and prioritise needs of clients and to give the most useful and appropriate information, intervention, referral.
- Assessment skills.
- Knowledge of relevant services.
- Experience working with people experiencing mental health issues.
- Knowledge of Alcohol and Other Drug treatment.

## WINDANA

TITLE  
Page

POSITION DESCRIPTIONS  
6 of 7

---

- Awareness of legislation affecting Windana services e.g. Equal Opportunity, Mental Health, Disability Services, Children and Young People's Act.
- High level interpersonal skills.
- The capacity to work as a committed team member.
- The capacity to liaise with a variety of community agencies.
- Relevant academic qualifications or working towards them

### QUALIFICATIONS:

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- AOD CERT IV (MINIMUM REQUIREMENT)

### DESIRABLE SKILLS & COMPETENCIES

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- A current full driver's license

### EMPLOYMENT CONDITIONS:-

Salary and conditions are in accordance with the SACS Award and include 45.6 hours per fortnight

Remuneration Packaging is available in accordance with current legislation.

Windana operates a flexible time-in-lieu system.

Windana operates under an Equal Opportunity Policy and Occupational Health & Safety Policy in accordance with current legislation.

The Intake & Assessment Worker is expected to conduct her/himself with professional integrity towards clients according to the "Staff Code of Ethics" and maintain their professional responsibilities in line with the "Bill of Rights for Members and Clients".

Under Victorian Workcover legislation, 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.

Windana does not employ people in staff positions who are affected by problematic drug

and alcohol use. A separation period of two years is required when treatment has been undertaken by the potential staff member as per guidelines from our primary funder.

Agency vehicles are available for authorized use and these should be used at all times for work-related purposes.

Windana is a smoke-free environment.

Other conditions as per SACS Award.

- A criminal records check is a mandatory requirement of working with WINDANA
- The Employee is required to abide by the Agency's undertakings re confidentiality.

<b>Version</b>	<b>Date</b>	<b>Author</b>	<b>Reason</b>	<b>Sections</b>
1.1	16 <sup>th</sup> of May 2009	Community Services Manager	Initial write	All