**Job Title:** Drug and Alcohol Caseworker  
**Program** The Lyndon Residential Rehabilitation Program  
**Location:** Canowindra  
**Salary Range/Award:** Social, Community Home Care & Disability Services Industry Award 2010  
**Position Type:** Full Time  
**Responsible To:** Program Manager

**Program Description**

The Lyndon Community

The Lyndon Community is a non-government organisation providing alcohol and other drug treatment by way of residential and non-residential programs. The Lyndon Community provides a range of treatment and workforce and sector development services and activities through funded programs and service level partnerships. They are:

- The Lyndon Residential Rehabilitation Program, based in Canowindra is a residential rehabilitation service for alcohol and drug dependent people.
- The Lyndon Withdrawal Unit based in Orange, provides residential medical detoxification services for alcohol and illicit drugs.
- The Lyndon Outreach Service has a home base in Orange, providing outreach programs to central western NSW, including group work, community and service development and individual counselling.
- The Lyndon Community coordinates and supports the operations of the Murdi Paaki Drug and Alcohol Network (MPDAN) which aims to improve the delivery of drug and alcohol services to Aboriginal people living in the north and west of NSW through a partnership arrangement between Aboriginal Community Controlled Health Services, The Lyndon Community and government health services.
- The Lyndon Research Program conducts practice-based research to inform health service models, monitor clinical services and client outcomes; and identify trends in service delivery demand and supply.
- Wandarma Aboriginal Drug and Alcohol Service provides outreach and office based drug and alcohol services and programs and supports the capacity of Aboriginal people, families and Communities and services in Bega, Eden, Merimbula, Wallaga Lake and the surrounding region to respond to the harms caused by drug and alcohol use.

The Lyndon Community is constituted as a public company limited by guarantee and is governed by a voluntary Board of Directors. The Board is responsible for setting the strategic and policy direction of the organisation and has responsibilities in financial and fiduciary oversight. The Board understands and strives towards the principles of good governance for the organisation. The organisation has become increasingly complex through the range of services and a function provided and is recognised now as a major service provider in western NSW as well as having a national profile through its clinical leadership and development activities.
**Job Description**

1. **Summary of the broad purpose of the positions in relation to the organisation’s goals.**
   To develop and implement comprehensive care plans including one on one and group counselling to people who are participating in substance misuse treatment in the Lyndon Residential Rehabilitation program.
   To work within the parameters of The Lyndon Community Staff Code of Professional Conduct and Codes of Ethics

2. **Reporting/Working Relationships.**
   - Drug & Alcohol Worker/ other case workers in Lyndon programs
   - Lyndon Mental Health Liaison worker
   - Program Manager

3. **Statement of Key Responsibilities.**

   **Overall Responsibilities:**
   - Assist the Program Manager in the establishment, promotion and ongoing management of the Service.
   - To work as a member of a team in delivering the programs and services of the Lyndon Rehabilitation Program project as per the performance agreement with the Western Local Health District and any other funding bodies.
   - Provide individual and group counselling, utilising evidence-based methods including motivational interviewing and CBT.
   - Monitor and evaluate the effectiveness of individual counselling, group work and other activities.
   - Provide feedback to the Program manager on the implementation and maintenance of the various programs and services offered by the Lyndon Rehabilitation Program.
   - Assist with the collection, collation and provision of data in line with the key service requirements of the funding and performance agreements.
   - Assist with the collection and collation of client satisfaction surveys and referral agencies surveys.
   - Attend all scheduled staff meetings of the Lyndon Rehabilitation Program.
   - To participate at least once monthly in supervision.
   - Contribute to The Lyndon Community policy development, planning, monitoring and evaluation of the programs, staff development and quality assurance.
   - Contribute to the management of a safe and supportive working environment for staff and clients in the execution of the various clinical and non-clinical responsibilities assigned to them.

   **Counselling and liaison**
   - Provide supportive counselling to clients and their significant others when available that is consistent with the individual care plan
   - Deliver psycho-educational and therapeutic groups to clients
   - Liaise with other team members and external service providers to facilitate the delivery of the program
   - Develop comprehensive and holistic client care plans including assessment, monitoring, review and discharge phases of treatment
   - Provide appropriate referrals to all clients for housing, employment and health care during and after the residential program
   - Ensure that all aspects of the Lyndon Rehabilitation Program in-house therapeutic program are provided in accordance with the program schedule and objectives
• Undertake individual case management strategies utilising the CMS (client management system)

Policy and Planning
• Contribute to the development and ensure compliance with the Lyndon universal infection control policy and procedures for the workplace
• Assist the Program Manager in the development and implementation of programs, policies, and procedures, as directed.
• Assist the Program Manager in compliance with applicable Federal, State and Local Government Laws and Regulations in particular as they relate to medications, other nursing/medical issues and WHS, clinical review/clinical issues.

Teamwork and Agency Development
• Provide peer support to and share expertise with other staff members.
• Actively contribute to staff meetings and training sessions.
• Contribute to the development, implementation and evaluation of the program
• Participate in agency planning workshops
• Maintain appropriate levels of skills and knowledge through regular training and research
• Ensure that adequate information flow exists throughout the facility
• Monitor and record all resident movements and related in-house communication to facilitate cross-shift continuity.

Data Collection and Evaluation
• Maintain client files, case notes and other documentation particularly in relation to client assessments and interventions.
• Maintain records regarding the storing, administration and ordering of medications.
• Prepare client review reports and other clients documentation as required
• Prepare documentation for special projects
• Participate in performance appraisal, clinical supervision and other work review processes required to assure quality of service delivery

Quality Management
• Initiate and participate in team quality improvement activities
• Attend quality management training as negotiated with the Program Manager
• Participate in the services accreditation program
• Attend and be actively involved in regular staff meetings
• Participate in the development of the services strategic plan as negotiated with the Program Manager

Other Responsibilities
• Attend compulsory fire drill and other WHS requirements as directed.
• Ensure that all work areas are maintained in a safe, clean and tidy manner
• Maintain the ethical standards of your profession and the Lyndon Rehabilitation Program
• Complete routine administrative duties:
  o Timesheets
  o Vehicle logs
  o Stock requisitions
  o Maintenance requests
• Any other duties, not inconsistent with work role, as negotiated with The Lyndon Rehabilitation Program Manager

Work Health and Safety
• Ensure that appropriate standards of safety, welfare and health care are implemented, maintained and reviewed at regular intervals.
• Demonstrate leadership and commitment to WHS principles.
• Demonstrate commitment to Waste Management and Infection Control Policy and legislation.
• Be aware of and uphold Health Service Policy, particularly in relation to
  o Fire
  o Non-Smoking
  o Manual Handling
  o Minimisation of Aggression
  o Safety and Security
  o Child Protection
  o Waste Management
• Ensure particular adherence to the WHS Act
• Ensure that preventative and breakdown maintenance issues are appropriately identified, documented and followed up in a timely manner in accordance with policies and procedures.
• Monitor compliance of staff with safety and security issues.
• Ensure that critical incidents are reported to the immediate supervisor/Manager and recorded and that Critical Incident Stress De-Briefing is available when critical incidents occur.
• Within delegation, ensure that all incidents, accidents, injuries, assaults, complaints and treatment errors are reported, investigated, appropriately documented and followed up in a comprehensive and timely manner in accordance with policy.

Additional Expectations
• Carry out any other duties as assigned by the Program Manager or delegate, which are in accordance with role and responsibility and the legal boundary of an Alcohol and Other Drug Caseworker.

Selection Criteria

Essential:
Educational/Vocational Qualifications
• Tertiary qualifications in an AOD/Mental Health field or approved welfare/psychology equivalent

Personal Abilities, Aptitudes and Skills
• Demonstrated skills in evidence-based individual counseling including motivational interviewing and/or CBT
• Demonstrated skills in the planning, delivery and evaluation of evidence-based group psycho-educational and therapy programs
• High level of interpersonal, verbal and written communication skills.
• Demonstrated skills in using computers for email, report writing, record keeping and client management
• Demonstrated capacity to motivate and encourage clients in recovery, in a positive manner.
• Capacity for flexibility and self-direction in organizing and managing workloads.
• Demonstrated ability to work as part of a small team.
• Demonstrated knowledge and understanding of Aboriginal & Torres Strait Islander cultures.
• Understanding of the concept and application of Evidence Based Practice and substance misuse treatment philosophies
• Proven experience in liaison, consultation and negotiation with other service providers.
• Understanding of and commitment to Quality Improvement, EEO, WHS, EAP and Ethical Work Practice principles.
• Current NSW Driver’s License.
Desirable:
- Experience working in an AOD, or social welfare, or social science, or health related field.
- Experience in an organizational and/or program development capacity.
- Empathy with people experiencing drug and alcohol issues
- Understanding of the non-government, non-profit sector.

Salary and Conditions
This is a salaried position in accordance with the Social, Community Home Care & Disability Services Industry Award 2010. Salary packaging is offered through the organisation's salary packaging provider.

Reviewed By: Julaine Allan  Date: 12 June 2013
Approved By:  Date:
Last Updated By: Julaine Allan  Date/Time: 12 June 2013
INFORMATION FOR APPLICANTS

The information contained in this brochure has been prepared to provide assistance in preparing applications for vacant positions with The Lyndon Community.

Prior to completing your application you should read this information to gain an understanding of the selection process and the basis for the appointment of successful applicants.

Please refer to our Checklist for Applicants before submitting your application.

Successful applicants will undergo a Working With Children Check and a Criminal Record Check.

APPLICANT CHECKLIST

Remember you know everything about you, the selection panel knows nothing about you so you need to tell us everything you know about you that will help you to get an interview.

Have you clearly shown?
- the position name
- your name and address
- a daytime contact telephone number

Have you attached?
- a covering letter stating how you meet the essential and desirable criteria (using each criteria as a heading)
- your resume

Have you:
- included the name and contact numbers of two work related referees
- signed and dated your application
- kept a copy of your application

Applications should be marked: ‘Private and Confidential’

And addressed to: Program Manager
Lyndon House
P.O Box 9374
ORANGE EAST NSW 2800

Phone: 02 6344 1128 Mobile: 0428 297 559 Facsimile: 02 6344 2041
Email: cwilson@lyndon.org.au
COMPLETING THE APPLICATION

HOW DO I APPLY?
All applications must be in writing. As your application determines whether you will get an interview you need to show the Selection Committee that you have the knowledge, skills, experience and ability to do the job. You should take the following steps when preparing your application:

1. Read the selection criteria
Read the advertisement and other relevant material closely as it includes a description of the position, the requirements and the selection criteria.

2. Write a covering letter
Your letter should:
   ▪ state the position title;
   ▪ Make clear, concise statements addressing how you satisfy each of the essential and desirable selection criteria. Describe how your skills, qualifications, abilities and training are relevant, whether essential or desirable. Consideration for interview is based on you demonstrating that you meet all of the essential criteria for the position;
   ▪ Be signed by you.

Applicants who do not address the essential and desirable criteria may not be called for interview

3. Attach your resume
Your resume should provide details of:
   ▪ Your employment history. You should provide a brief description of your duties and responsibilities for each position;
   ▪ your skills i.e. Counselling, Group Facilitation, Customer Relations, Administrative, Financial etc;
   ▪ Your education. You should state the name of courses, training providers and completion dates. (Be sure to include any current studies);
   ▪ Your referees. Include the name and current phone numbers of at least two referees who can comment on your work performance, preferably someone who has supervised you in the last 12 months. Your referees should be pre-alerted to your application for the position prior to interview;
   ▪ Your contact details. Include your full name, address and current contact number during work hours. Any copies of any other relevant documentation.

5. Send your application
Ensure that your application reaches the address specified in the advertisement by 5.00pm on the stated closing date. Late applications may only be accepted if notification is given and accepted.

When posting your application it should be addressed as follows:

‘Private & Confidential’
Program Manager
Lyndon House
P.O Box 9374
ORANGE EAST NSW 2800