

## **JOB DESCRIPTION**

**JOB TITLE:** Client Services Manager

**WORK UNIT:** Alcohol and Other Drug Treatment Unit

**POSITION NUMBER:** 2013 – 003

**REPORTS TO:** Executive Director

**HOURS:** (full time) 38 hours per week

**PRIMARY OBJECTIVE:**

FORWAARD provides culturally appropriate support and other program services for Aboriginal and Torres Strait Islander people to assist them with their substance misuse by providing a 12 week Alcohol and Other Drugs (AOD) residential program..

**KEY RESPONSIBILITIES:**

1. Supervise and manage the AoD treatment team in the delivery of Alcohol and Other Drug Rehabilitation Programs.
2. Manage and support the AoD treatment team staff to achieve effective client service outcomes
3. Undertake the more complex assessments of individuals that may present with multiple and complex needs including mental health and behavioural issues.
4. Manage, implement, develop and contribute to the deliver of culturally appropriate Alcohol and Other Drug programs
5. Oversee and review, AoD assessment screening tools, treatment plans and methods in conjunction with the Program Coordinator.
6. Prepare reports and records on AoD program activities, monitor and evaluate treatment program.
7. Establish regular meetings with treatment team to discuss referrals, assessment and allocation of clients.
8. Ensure the treatment team provides and maintains a high standard of documentation, case notes and reports on clients files.
9. Develop and maintain community support networks and liaise with other relevant service providers, for referral, consultation, case management planning, monitoring and review.
10. Identify professional development and relevant training needs through performance appraisals for the treatment team.

**ESSENTIAL SELECTION CRITERIA:**

1. Demonstrated ability to communicate effectively with Aboriginal and Torres Strait Islander people and awareness of cultural and cross cultural issues affecting Aboriginal and Torres Strait Islander people's health and wellbeing.
2. Demonstrated effective leadership and management skills and the ability to contribute to strategic improvements and outcomes.

3. Demonstrated sound knowledge of alcohol and substance misuse and the techniques used in establishing and implementing effective prevention programs;
4. Demonstrated knowledge of Alcohol and other Drug misuse and techniques used in establishing and implementing effective strategies for alcohol abstinence and relapse prevention.
5. The ability to plan organise, implement, coordinate and evaluate Alcohol and Other Drug programs.
6. Demonstrated ability to manage and set realistic goals, problem-solve and establish work priorities including staff rosters..
7. Ability to communicate effectively both orally and in writing and the ability to work independently and maintain effective working relationships with individuals, community based organisations and agencies;
8. Demonstrated ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software;
9. A sound knowledge and experience in Work Health and Safety, Equal Employment Opportunities and Work Place Diversity

**ESSENTIAL REQUIREMENTS:**

1. Maintain professional ethics and have a responsible lifestyle in relation to the use of Alcohol and maintain a drug free lifestyle.
2. Have a current First Aid Certificate or the ability to obtain within the probation period.
3. Must undertake a NT Police Check and Working with Children Clearance – (Ochre Card)
4. Must have a NT Drivers licence

**DESIRABLE:**

1. Qualification in Alcohol and Other Drugs

**CONDITIONS OF EMPLOYMENT:**

Terms and conditions of employment will be based on the FORWAARD Certified Agreement and the Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010

**Approved:** FORWAARD Management

**Date:** November 2014

Chairperson

  
\_\_\_\_\_

Executive Director: \_\_\_\_\_