

# Position Description

## Case Manager – Austin Drug & Alcohol Service (ADAS)

<b>Classification:</b>	RN Div 1, Registered Psychiatric Nurse - Grade 3
<b>Business unit/department:</b>	Mental Health Division
<b>Work location:</b>	Austin Hospital <input type="checkbox"/> Heidelberg Repatriation Hospital <input type="checkbox"/> Royal Talbot Rehabilitation Centre <input type="checkbox"/> Other <input checked="" type="checkbox"/> (Hawdon St Community Mental Health, Burgundy Street)
<b>Agreement:</b>	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
<b>Employment type:</b>	Part-Time
<b>Hours per week:</b>	32
<b>Reports to:</b>	Manager, ADAS
<b>Direct reports:</b>	NA
<b>Financial management:</b>	Budget NA
<b>Date:</b>	April 2026

### Position purpose

The Austin Drug & Alcohol Service (ADAS) is funded by the Department of Health (DH) to deliver Specialist Pharmacotherapy Services to individuals experiencing severe and complex substance use issues. ADAS provides holistic, continuous, and recovery-oriented clinical care through specialist pharmacotherapy alongside other clinically relevant interventions.

The service supports consumers to engage with and transition through the Alcohol and Other Drugs (AOD) treatment system and facilitates access to additional AOD, health, and psychosocial services as required.

The ADAS Case Manager role focuses on delivering therapeutic, harm minimisation-based case management to enhance continuity of care, promote equity of access, and prioritise engagement with vulnerable and at risk populations. The role involves comprehensive assessment, collaborative treatment planning, goal setting, referral coordination, and provision of flexible, individualised support in line with the ADAS Model of Care.

The intensity and duration of intervention will vary according to a client's level of need, complexity, and risk.

ADAS Case Managers apply clinical judgement, informed by the Department of Health AOD Program Guidelines, service specifications, and the ADAS Model of Care, to determine risk, identify appropriate treatment pathways, and support safe and effective care transitions.

The role also includes the provision of support and harm minimisation education to families and significant others, with a particular emphasis on overdose recognition and response.

Case Managers are expected to deliver generic case management duties as a core component of the role, alongside the application of discipline specific expertise within a multidisciplinary team. All duties are performed in accordance with Austin Health policies, standards, supervision requirements, and the performance appraisal framework.

### About the Directorate/Division/Department

**Austin Mental Health Division (MHD)** provides care and services through a comprehensive range of teams to meet the needs of mental health consumers and carers throughout Victoria. Services in the Mental Health Division are located across Austin Health and the community. Employees may be redeployed within the MHD.

All mental health services work within a clinical framework that promotes recovery-oriented practice and supports decision-making. This approach to client wellbeing builds on the strengths of the individual working in partnership with their treating team. It encompasses the principles of self-determination and individualised treatment and care.

**The ADAS** provides multidisciplinary, recovery-oriented care to individuals with substance use disorders and associated complexities, including:

- Psychiatric co-morbidity and dual diagnosis
- Complex physical health needs
- Psychosocial instability and forensic involvement

The service has expertise in the assessment and management of:

- Illicit substance use disorders (including methamphetamine, benzodiazepines, cannabis)
- Alcohol dependence
- Licit and illicit opioid misuse
- Associated co-morbidities

ADAS aims to prevent and reduce harm to individuals, families, and the broader community caused by alcohol and other drug use.

The service operates during business hours.

### Position responsibilities

#### Role-Specific Accountabilities:

- Demonstrate a clear understanding of recovery-oriented practice and its application within a specialist AOD clinical setting
- Apply knowledge of the Victorian AOD sector, including pharmacotherapy systems, relevant legislation, referral pathways, and evidence-based treatment approaches
- Establish and maintain therapeutic relationships with consumers presenting with complex



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and dual diagnosis needs

- Deliver timely, clinically appropriate responses to referrals in accordance with DH AOD Program Guidelines and local service procedures
- Receive and process referrals within scope of the ADAS Model of Care, gathering additional information as required and presenting referrals at the weekly ADAS intake meeting
- Undertake comprehensive assessment and ongoing case management, contributing to treatment implementation, monitoring, and evaluation
- Deliver high-quality, timely case management using clinical judgement supported by DH program specifications
- Ensure continuity of care for consumers, families (including dependent children), and carers, applying culturally responsive approaches for:
  - Aboriginal and Torres Strait Islander peoples
  - CALD communities
  - LGBTIQ+ clients
  - People experiencing homelessness
  - Forensic and dual diagnosis clients
- Provide family engagement and education to support recovery and harm minimisation
- Maintain high-quality clinical documentation including:
  - Progress notes
  - Episode goals
  - Risk assessments
  - Case reviewsin line with Austin Health documentation standards
- Maintain accurate consumer flow and activity records within legislative and funding requirements
- Deliver therapeutic interventions including:
  - Motivational Enhancement Therapy
  - Cognitive Behavioural Therapy (CBT)
  - Relapse prevention and recovery planning
- Provide harm minimisation and crisis intervention support addressing acute risk and co-occurring issues
- Maintain regular contact with consumers to promote engagement, retention, stability, and motivation
- Deliver treatment via face-to-face, group, telephone, and online modalities as clinically indicated
- Develop and maintain effective relationships with internal and external service providers to support seamless referral pathways
- Provide secondary consultation to Austin Health staff and external referrers
- Support consumers during medical consultations with ADAS prescribers when clinically appropriate
- Provide consumer summaries, with consent, to referring services and involved providers (e.g. GPs)
- Participate in discharge planning with consumers, carers, and partner services, ensuring timely and accurate documentation
- Contribute discipline-specific knowledge within the multidisciplinary team and consult on AOD matters across MHD
- Priorities consumer with significant complexity, risk, or SSDTA involvement
- Participate in supervision, professional development, and performance appraisal processes
- Ensure timely completion of VADC and activity data
- Assist with Duty responsibilities and undertake additional duties as required



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## All Employees:

- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): <http://eppic/>
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

## Selection criteria

### Essential skills and experience:

- Proven ability to liaise and consult with relevant family members/carers, as well as a broad range of health professionals and community agency.
- Relevant AOD experience in a health setting or other related field with specific experience with Adults , youth, and families.
- Qualification in AOD studies or willingness to obtain minimum Certificate IV in AOD
- Demonstrated recovery-oriented and collaborative practice
- Experience in AOD intake, assessment, and referral
- Experience working with consumers with complex psychiatric, medical, and psychosocial needs
- Demonstrated delivery of evidence-based interventions including Motivational Interviewing , CBT, relapse prevention
- Strong understanding of harm reduction and recovery principles
- Excellent communication, engagement, and documentation skills
- Proficiency in computer and clinical information systems

### Desirable but not essential:

- Postgraduate qualifications or experience in AOD/dual diagnosis
- Post-Graduate Qualification in Mental Health Nursing or equivalent
- Advanced counselling, crisis intervention, and psychosocial rehabilitation skills
- Experience liaising with families, carers, and multidisciplinary partners
- Knowledge of VADC and clinical information systems

## Professional qualifications and registration requirements

- Relevant professional qualification in a health-related discipline (Registered Psychiatric Nurse) and current registration with the AHPRA
- A current Victorian Driver's License (without restrictions), and ability to drive a work vehicle
- A current Working with Children's Check (without restrictions)

## Quality, safety and risk – all roles



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All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

### Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

### General information

#### Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

#### Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

#### Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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