



# Oasis

Reducing Gambling Harm

## JOB DESCRIPTION

<b>Designation:</b>	<b>Gambling Caseworker</b>
<b>Responsible to:</b>	<b>Team Leader - Oasis</b>
<b>Role:</b>	<p>Provision of casework intervention services, including Brief and Full intervention (including assessment), Facilitation, Follow up, Group Work and Community Interface for individuals, family/whanau and affected others experiencing gambling harm by:</p> <ul style="list-style-type: none"><li>• Working within the framework of The Salvation Army Oasis service &amp; Ministry Contract</li><li>• Implementation of The Salvation Army Oasis Service Policies and Procedures</li></ul>
<b>Functional relationships:</b>	<p>National Operations Manager - Oasis Oasis Staff Team Clients Client Family/Whanau/Affected Others Local management Team &amp; Bridge Director Other Salvation Army Services/staff Ministry of Health/Department Internal Affairs Referral and Facilitation Agencies Community networks and agencies</p>
<b>Key Task areas:</b>	<ol style="list-style-type: none"><li>(1) Oasis Service, Ministry of Health Contract Requirements, Policies and Procedures</li><li>(2) Bi-Cultural and Cultural Safety</li><li>(3) Clinical Care</li><li>(4) Group Facilitation</li><li>(5) Documentation</li><li>(6) Team Work</li><li>(7) External Relationships.</li><li>(8) Professional Development</li><li>(9) Occupational Health &amp; Safety</li><li>(10) Quality Programme.</li></ol>



# Oasis

Reducing Gambling Harm

## JOB DESCRIPTION

<b>Measurement criteria:</b>	Attached.
<b>Other duties:</b>	Notwithstanding any respective definition or classification of employment, the employee may be required to undertake other lawfully permitted duties.
<b>Limitations on authority:</b>	The Case Worker operates within the overall philosophy and policies of The Salvation Army Oasis and recognises the role and authority of the Team Leader / National Ops Manager - Oasis.
<b>Hours of work:</b>	As per individual / collective employment contract. To include flexibility to meet service requirements under agreement between both parties.
<b>Person specification:</b>	Attached.



Te Ope Whakaora

# Oasis

Reducing Gambling Harm

## JOB DESCRIPTION

### Key result areas and measurement criteria:

Key Task Areas	Key Measurement Criteria	Performance Measure
<p><b>1. Gambling Programme and Ministry Contract requirements</b></p> <p><b>2. Policies and Procedures</b></p>	<p>1.1 Commitment to working within the framework of The Salvation Army Oasis and Ministry Contract.</p> <p>2.1 The Salvation Army Oasis policies and procedures are implemented and adhered to.</p>	<p>1.1 Familiar with Oasis service and Ministry Contract requirements.</p> <p>1.2 Use of case work and intervention tools are consistent within clinical / Ministry contract requirements.</p> <p>1.3 CLIC/MoH File Audits</p> <p>1.4 Policy / Procedures adhered to.</p>
<p><b>2. Bi-Cultural and Cultural Safety</b></p>	<p>2.1 Commitment to the principles of the Treaty of Waitangi as they apply to The Salvation Army Oasis and work towards reducing health inequalities</p> <p>2.2 Work with Maori clients to meet needs</p> <p>2.2 Clients receive care without discrimination on the basis of race, culture, health, sexual orientation or age.</p>	<p>2.1 Able to demonstrate knowledge and application of principles of the Treaty of Waitangi</p> <p>2.2 Feedback on Local Maori Health Plan</p> <p>2.3 Client Feedback, peer feedback</p>
<p><b>3. Clinical Care</b></p>	<p>3.1 Provide contracted clinical intervention services including comprehensive assessment and ongoing treatment planning with an allocated number of clients</p> <p>3.2 Liaison with referral and facilitation agencies, peers, regarding client's health status, support and recovery needs</p> <p>3.3 Identify appropriate programme to meet client needs.</p> <p>3.4 Initiates client referral to appropriate settings / programme on completion of assessment</p>	<p>3.1 Formal Appraisal of completed Casework, CLIC audit, client feedback</p> <p>3.2 Peer feedback, client feedback</p> <p>3.3 Client satisfaction with and progress through programme</p> <p>3.4 Compliments / complaints re appropriateness of programme</p> <p>3.5 Client / Service feedback</p>



Te Ope Whakaora

# Oasis

Reducing Gambling Harm

## JOB DESCRIPTION

Key Task Areas	Key Measurement Criteria	Performance Measure
	<p>3.5 Facilitates with and on behalf of clients with outside agencies (e.g. Work &amp; Income, Housing New Zealand)</p> <p>3.6 Develops process for the engagement of significant others at point of contact</p> <p>3.7 Maintains a high level of professional practice recognising the dignity, individuality of clients in terms of personal contact and the handling of client issues and information.</p>	<p>3.6 Client / Family / Whanau feedback</p> <p>3.7 Peer feedback, client complaints / compliments</p>
<b>4. Group Facilitation</b>	<p>4.1 Facilitate appropriate group work for clients engaged in programme.</p> <p>4.2 Adheres to prescribed group goals as outlined in the Oasis Group Guidelines and Ministry Contract requirements</p>	<p>4.1 Facilitation of Groups , peer feedback, client feedback</p> <p>4.2 Knowledge of clinical pathway, programme and Ministry requirements</p>
<b>5. Documentation</b>	<p>5.1 Sound knowledge of and operation of CLIC Data Management System in recording and management of client files.</p> <p>5.2 Complies with Oasis and Ministry standard of recording of case notes and collation of client data in the required format.</p> <p>5.3 Documentation is of a professional standard</p> <p>5.4 Client privacy and confidentiality is maintained.</p>	<p>5.1 Audit of CLIC files</p> <p>5.2 Audit of CLIC files</p> <p>5.3 Audit of documentation</p> <p>5.4 Internal audits</p>
<b>6. Team Work</b>	<p>6.1 Participates fully in the consultative function of the Case Worker Team</p> <p>6.2 Assists Case Worker Team in achieving the objectives of the</p>	<p>6.1 Contributes regularly and consistently in team discussion</p> <p>6.2 Team objectives achieved, peer review</p>



Te Ope Whakaora

# Oasis

Reducing Gambling Harm

## JOB DESCRIPTION

Key Task Areas	Key Measurement Criteria	Performance Measure
	<p>team.</p> <p>6.3 Provides professional and clinical input to the Staff Team</p> <p>6.4 Represents the interests of clients in the team</p>	<p>6.3 Demonstrates advocacy skills in promoting the best interests of the client</p>
<b>7. External Relationships</b>	<p>7.1 Oasis aims, objectives are promoted positively within the community</p> <p>7.2 Maintains positive relationships with other providers and facilitation / referral agencies.</p>	<p>7.1 Compliments / Complaints</p> <p>7.2 Feed back from facilitation and referral agencies</p>
<b>8. Professional Development</b>	<p>8.1 Takes initiative in identifying professional development needs and training opportunities in consultation with Team Leader/Co-coordinator</p> <p>8.2 Undertakes regular clinical supervision as per Gambling Programme policy</p>	<p>8.1 Evidenced in participation in training and development, training records</p> <p>8.2 Supervision Reports</p>
<b>9. Occupational Health &amp; Safety</b>	<p>9.1 Know and practice occupational safety and health policy</p> <p>9.2 Understand procedures and personal responsibilities and involvement in - fire drills - civil defence emergencies</p> <p>9.3 Adhere to accident / incident reporting system.</p> <p>9.4 Use all equipment correctly, and with proper care and attention, observing education and instruction given</p>	<p>9.1 Knowledge of and implementation of Health &amp; Safety Policy</p> <p>9.2 Actively participates in fire drills</p> <p>9.3 Accidents/Incidents are reported</p> <p>9.4 Equipment used correctly</p>
<b>10. Quality Programme.</b>	<p>10.1 Actively seeks to improve the quality of the Gambling Programme through proactively identifying and</p>	<p>10.1 Evidence of participation in continuous quality improvement</p>



# Oasis

Reducing Gambling Harm

## JOB DESCRIPTION

Key Task Areas	Key Measurement Criteria	Performance Measure
	addressing issues that impact negatively upon programme quality and performance	

I (please print) \_\_\_\_\_ declare that I have read and understood and agree with the job description for the position of Case Worker within Oasis and accept it fully.

Signed: \_\_\_\_\_ Case Worker Date: \_\_\_\_\_

Signed: \_\_\_\_\_ Team Leader  
For The Salvation Army Date: \_\_\_\_\_



# Oasis

Reducing Gambling Harm

## JOB DESCRIPTION

### CASE WORKER

#### PERSON SPECIFICATION

- A relevant applied clinical degree level qualification
- Registration as practitioner with dapaanz or similar professional body
- Experience in the gambling or wider addictions or mental health fields
- An understanding of the principles of The Treaty of Waitangi in relation to health and able to apply principles to work
- Skills in assessment, treatment planning, interventions and treatment reviews
- The capacity to build and maintain therapeutic relationships
- Confidence in liaising with people at all levels both internally and externally
- Good written and oral communication skills, including ability to write adequate records and reports
- Experience in service development and community liaison
- Ability to maintain professional boundaries and standards
- Reliability and an ability to work autonomously, in an organised and efficient manner
- Works well as a team member
- Computer literate with knowledge of clinical data management systems
- Competent in case note and report writing
- Commitment to continuing professional development relevant to Gambling / Addictions studies
- Commitment to quality improvement processes
- Ability to work appropriately with Maori, Pacific and Asian clients
- Understanding of, respect for, and ability to work with The Salvation Army's mission, principles, and Christian ethos
- Good health and physical fitness to undertake work tasks
- Flexibility
- Sense of humour



Te Ope Whakaora

# Oasis

Reducing Gambling Harm

## JOB DESCRIPTION