



KEY WORKER/CASE MANAGEMENT ROLE

All multidisciplinary team members except the Clinical Director/Medical Officer of the Rata Alcohol and Other Drugs Service are key workers. Each client will have a minimum of one designated key worker who is responsible for managing their caseload and ensuring that it accurately reflects their current client load

- A key worker is a clinical member of the team (ideally the team member who will best meet the client's care needs).
- Key worker/Case management responsibility is accepted by members of the team at their first contact with new clients to the service, unless otherwise negotiated.
- Each client will have only one designated Key worker at all times but can be co worked.
- All information relating to the client should be directed to the Key worker/.

Key worker - Roles and Responsibilities:

- Takes overall responsibility for ensuring that the assessment and treatment plan for any specific client is completed, documented on and conveyed to all those appropriately involved.
- Recommendations are obtained from the Multi-disciplinary Team as required.
- Referrals and/or screening are completed where appropriate.
- Copy of assessment and plan sent/telephoned to referrer where appropriate.
- Takes overall responsibility to implement the management plan.
- Maintains ongoing and regular contact/communication with the client, and other care providers.
- Facilitates advocacy as required.
- Hands over formal case management responsibilities to colleague when personally unavailable (days off, leave)
- Ensures clinical notes following each contact.
- Documents contact with other agencies or individuals.
- Alerts colleagues/TACT re clients becoming increasingly unwell or unsafe.
- Attempts to contact "Did Not Attends" within 5 working days by mail and/or telephone.
- Discharge letter completed within 14 days of discharge.
- Records a summary of any review meetings in clinical notes.
- Ensures that all documentation pertaining to the client is completed in an accurate and timely manner.
- Ensures all appointments documented in clinical notes.
- Ensures appointments changed from planned to actual on iSoft.