

rebuilding lives

**hutt**ST  
CENTRE

A work of the Daughters of Charity



<b>Position description</b>	
Position title:	Case Manager – Primary Homelessness Team
Business unit/Department:	Eastern Adelaide Generic Homelessness Service (EAGHS)
Type of employment:	<input type="checkbox"/> Part-time (0.8FTE)
Effective date:	asap
Remuneration:	Crisis Accommodation Level 2
Probationary period:	
<b>Responsibilities</b>	
Your Purpose:	<p>You will provide a professional case management service to homeless and vulnerable adults and families living in the Eastern Adelaide metropolitan region.</p> <p>The position requires liaison with other Specialist Homelessness Services and other housing, health and welfare partners. The Case Manager will provide a coordinated and integrated range of support services to assist people to achieve sustainable and stable housing, social inclusion and optimal independence.</p> <p>The Case Manager will work from a person centred, strengths based, child focused and culturally responsive practice perspective in partnership with clients.</p> <p>The Case Manager's will be guided by the Specialist Homelessness Services Case Management Framework (2013) in delivering their case management service.</p>
Our Purpose:	<p>Hutt St Centre's purpose is to help end homelessness for every person who walks through our doors. We offer a place of choice, opportunity and change, helping people facing homelessness to rebuild their lives, with care and without judgement.</p>

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**Duties:**

**Clients**

- Undertake assessments to identify client needs, risks, strengths and barriers.
- Assist clients to identify and prioritise their housing, health and support goals
- Formulate appropriate person centred actions and interventions in partnership with clients and others as required
- Provide flexible individually tailored services within a holistic framework with a focus on collaboration, goal setting, skill, strengths and pathway development.
- Liaise and develop links with other relevant programs, government and non-government groups and agencies within HSC and the wider community, to enable the person to move through their housing crisis and transition to stable and safer housing.
- Monitor the person's health and well-being, and review case plans in consultation with clients and relevant others on a regular basis.
- Provide outreach case management support to people living in boarding houses and whose tenancies are insecure or at risk, utilising the support of the EAGHS Tenancy Support Officer as required.
- Ensure the provision of supports to clients either directly, or through referral and linkage to specialist services.
- Participate in a regular EAGHS duty roster.
- Advocate for adults and families in housing crisis referred through the Homelessness Gateway

**Finance**

- To seek appropriate approvals for all program and client related expenses.
- To keep appropriate records and receipts for all purchases made as part of the program.
- Ensure that opportunities for sponsorship and promotion of the Hutt Street Centre are forwarded to the Marketing, Fundraising and PR departments.

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	<ul style="list-style-type: none"> <li>• Proved case studies and service related evidence as required to support relevant funding and grant applications.</li> </ul> <p><b>Internal Processes</b></p> <ul style="list-style-type: none"> <li>• Ensure that the principles of informed consent are adhered unless there are legitimate reasons as outlined in the Information Sharing Guidelines for this not to occur</li> <li>• Ensure case notes are updated within a 24 hour time frame and outputs are entered on to the H2H Database.</li> <li>• Participate in and contribute to EAGHS team and HSC meetings, supervision, program planning and evaluation, client reviews and training</li> <li>• Complete all mandated training requirements</li> <li>• Provide advice and support to the EAGHS Tenancy Outreach Support Officer ensuring that client needs and goals are achieved and reviewed consistent with the person’s support plan.</li> <li>• Maintain the confidentiality and security of client information according to program guidelines</li> <li>• Link and refer clients to relevant HSC and community services</li> <li>• Collect appropriate statistical data for contribution to research, needs assessment &amp; data analysis.</li> <li>• Support the development, maintenance and compliance of best practice WH&amp;S policies and procedures, recommending improvements to systems to minimise work place hazards and incidents.</li> <li>• Other duties as required.</li> </ul>
Reporting relationships:	Supervising Case Manager – Case Management Services Manager, Case Management Services

Qualifications	
Education/Qualifications	<ul style="list-style-type: none"> <li>• A degree or relevant qualification in Social Work, Community Services, Human Services, public or primary health care is required</li> <li>• A current driver’s licence</li> <li>• Department of Human Services Working with Children Clearance</li> </ul>

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Knowledge and skills	
Essential knowledge, skills, experience	<ul style="list-style-type: none"><li>• Ability to contribute to a team environment, work autonomously to meet deadlines and display flexibility in response to changing priorities.</li><li>• Ability to prioritise the competing needs and demands of clients.</li><li>• Knowledge of homelessness, its causes and consequence and the workings of the homelessness sector <b>would be an advantage. Is this then a desirable? If not delete would be an advantage. I think keep as an essential</b></li><li>• High level of written and verbal communication skills as well as interpersonal skills including the ability to liaise, negotiate, advocate and resolve conflicts.</li><li>• Experience in the provision of ongoing case management services, goal setting and outreach supports to people experiencing multiple barriers to social inclusion.</li><li>• Ability to develop flexible, responsive and creative interventions for clients experiencing accommodation issues.</li><li>• Demonstrated ability to carry an individual caseload whilst fulfilling the reporting requirements of the position and contributing to Program development.</li><li>• Experience in and understanding of reflective practice and a collaborative approach to case management to ensure the best possible interventions and outcomes for the client group.</li><li>• Must have working knowledge of Microsoft office, basic computer literacy s and be familiar with the use of database systems.</li></ul>
Desirable Skills, Knowledge and Experience	<ul style="list-style-type: none"><li>• Desirable to have experience in community work with particular experience in working in the fields of homelessness, mental health, housing or hazardous drug and alcohol use.</li><li>• Previous experience using H2H and/or Penelope would be helpful but not essential</li></ul>

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