

# POSITION DESCRIPTION

**TITLE:** Case Manager

**BUSINESS UNIT/DEPARTMENT:** Aged City Living

**TYPE OF EMPLOYMENT:** Full-time

**EFFECTIVE DATE:**

**REMUNERATION:** CASH Level 2

**REPORTING RELATIONSHIP:** Aged City Living Team Leader

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## RESPONSIBILITIES

### Our Purpose

Hutt St Centre's vision is an end homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to a suitable home.

### Your Purpose

This position provides case management to older people experiencing homelessness, using a person-centred and reablement approach to wellbeing and to build capacity and resilience to achieve sustainable housing, independence and community inclusion goals

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## KEY DUTIES

- Provide outreach case management support to people in their homes and/or the community
- Work in partnership with clients to develop and meet their individual goals
- Assist clients to access and maintain safe, secure and affordable housing
- Arrange and coordinate support and services to clients
- Assist people to link with appropriate health, financial and social options in the community
- Monitor case management plans and assist people to transition from program support to independence from the program as required
- Assist people to transition to higher levels of home and community support and the NDIS
- Identify and assess client safety risks and responding appropriately
- Work with the ACL Case Manager, Lifestyle and Health Coordinator and Occupational Therapist, and other HSC Client Services' teams to provide an integrated client service
- Work collaboratively with government and non-government services to enhance positive outcomes for clients
- Provide a high standard of case noting, reporting and data entry about client interventions and outcomes
- Maintain appropriate confidentiality and information sharing consistent with Information Sharing Guidelines and HSC Policy
- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, where practical to their supervisor.
- Not place others at risk by any act or omission.

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- Not wilfully or recklessly interfere with safety equipment.

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## EDUCATION/QUALIFICATIONS

- Tertiary qualifications in Social Work, Community Services or equivalent

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## KNOWLEDGE & SKILLS

### Essential knowledge, skills and experience

- Demonstrated commitment to client self-determination, empowerment and personal autonomy
- Ability to relate respectfully, objectively and sensitively with a diverse population
- Effective verbal communication and writing skills
- Advanced ability to input data and use databases as there is a high data requirement in this position
- Problem solving skills
- Effective counselling skills
- Ability to initiate, lead and participate in case conferences
- Managing time, setting priorities, planning and organising one's own work to achieve program and organisational objectives
- Effective liaison and negotiation skills
- Effective crisis intervention and conflict resolution skills
- Knowledge of the principles of social justice and empowerment

### Desirable knowledge, skills and experience

- Working knowledge of homelessness
- Experience worked with older people
- Understanding of contemporary approaches to ageing