



## POSITION DESCRIPTION

<b>TITLE:</b>	Case Navigator
<b>BUSINESS UNIT/DEPARTMENT:</b>	Hutt St Centre Aspire X Program
<b>EFFECTIVE DATE:</b>	November 2021
<b>REMUNERATION:</b>	Crisis Accommodation Employee Level 1 pay point 3 to Level 2 pay point 1 (dependent on qualifications and experience)
<b>REPORTING RELATIONSHIP:</b>	Program Manager

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### OVERVIEW

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 homelessness.

You will provide a high quality, evidence based service which supports clients to address the life issues that have caused and perpetuated their homelessness. This will be driven by each individual client needs and goals, as expressed in a case management plan. This will be achieved through housing, social engagement, education, employment, skill development (life and employment) support and a focus on improving wellbeing.

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### AUTHORITY TO ACT

Staff will support and operate within:

- Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan.
  - Hutt St Centre policies, procedures, guidelines, Code of Conduct and Practice Framework.
  - Defined limits of delegated authority.
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### KEY DUTIES

- Develop, implement, evaluate and coordinate a case management plan in consultation with, and agreed by, the client and other relevant stakeholders using a strengths based approach.
- Obtain consent from each individual client and provide a clear and concise information about rights and responsibilities.
- Provide a comprehensive assessment to determine client strengths and needs, including the use of VI-SPDAT and PWI.
- Provide flexible, client-centred interventions and supports to assist clients in identifying their housing needs and options.

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- Assist and advocate with and for clients to access and maintain safe, secure and affordable housing, with a view to transitioning into independent housing.
- Provide information, engage and connect clients to suitable supports to improve living skills and independence.
- Regularly monitor and review case plans and service interventions with clients and the team leader.
- Attend and participate in regular case reviews and case conferences to measure and ensure positive forward movement and goal attainment.
- Accurately record, manage and maintain client records and documents to maintain a high quality standard of service, whilst adhering to HSC policies and procedures.
- Ensure outputs are entered into the client record management system, including the collection of appropriate statistical data for contribution to research, needs assessment and data analysis.
- Liaise and develop links and referral processes with other relevant programs within Hutt Street Centre, government and non-government groups, agencies and the wider community, supporting client's goals and outcomes.
- Assess changes to client wellbeing and identify and connect client with suitable service to meet their changing needs.
- Work collaboratively as a team member within your immediate team and wider Hutt Street Centre staff.
- Develop and maintain external networks by attending events to increase knowledge and awareness of sector trends.
- Other duties as required.

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## PERSONAL DEVELOPMENT

- Actively attend and participate in supervision and professional development opportunities to ensure high quality and safe, client-centric services.
- Participate and actively contribute to HSC development activities including completion of HSC induction modules.
- Actively contribute and participate in the yearly performance appraisal process.
- Attend essential training such as Child Safe Environments Training, Cultural Awareness and Safe and Calm Training.

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### WORK, HEALTH AND SAFETY

- Comply with all policies, procedures and instructions in relation to work, health and safety (WHS).
  - Keep your work area free of hazards and follow all reasonable directions by your Manager.
  - Record all hazards or incidents within the WHS Portal and report them to your supervisor as soon as reasonably possible.
  - Act as a role model to other staff and volunteers by demonstrating safe work conduct, ensuring reasonable care that your actions or lack of action does not adversely affect others.
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### EDUCATION/QUALIFICATIONS

- Relevant degree/qualifications or specialist skills in providing a case management with a minimum of Certificate IV in a Social Service field.
  - Maintain a satisfactory National Police Clearance (NPC).
  - Maintain a satisfactory Department of Human Services (DHS) Working with Children Check.
  - Unrestricted Driver's License.
  - Valid work rights.
  - Child Safe Environments (Through Their Eyes) training or a willingness to complete.
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### KNOWLEDGE & SKILLS

#### Essential knowledge, skills and experience

- Be willing to work within our fundamental values and principles: Respect each person; Provide quality service; Encourage simplicity; Advocacy and Value Spirituality and behave in a manner consistent with our Code of Conduct.
- Working knowledge of confidentiality and information sharing guidelines.
- Development and maintenance of case plans.
- Experience in building and developing rapport.
- Understanding of or experience with client/health record management systems.
- Excellent verbal and written communication skills.
- Ability to work and communicate without judgement or discrimination.
- Experience working within a case management framework including assessment, planning, referrals, advocacy and exit planning strategies.
- A working knowledge of Microsoft Office including Word, Outlook and information software packages.

#### Desirable knowledge, skills and experience

- Ability to effectively facilitate case conferences.
- Experience working with clients who are affected by alcohol and other drugs.
- Mental health qualifications or experience.

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- Demonstrated experience working with individuals experiencing homelessness.
- Proven ability to assess needs and risks of adult at risk of, or experiencing, homelessness.
- Demonstrated experience working with clients with multiple and complex needs.
- Experience participating in case conferences.
- Experience developing suitable goals with a diverse range of people with complex needs.

**Other Requirements:**

- Some out of hours work may be required.

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I have read, understood and agree to the requirements outlined in this position description.

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Name

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Signature

\_\_\_\_\_  
Date