

POSITION DESCRIPTION

TITLE:	Case Manager
BUSINESS UNIT/DEPARTMENT:	Alliances Team
TYPE OF EMPLOYMENT:	Full-time
EFFECTIVE DATE:	November 2022
REMUNERATION:	Crisis Accommodation Employee Level 1 pay point 3 to Level 2 pay point 1 (dependent on qualifications and experience)
REPORTING RELATIONSHIP:	Team Leader – Alliances

OVERVIEW

Our Purpose

Hutt St Centre's vision is an end to 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.

Your Purpose

You will provide case management support, as per the Alliance case management framework, including crisis & transitional support, to people at risk of or experiencing homelessness.

You will provide support, advocacy, risk management and referrals when necessary with a focus on empowerment and improved social inclusion for clients to be equipped for participation in the wider community.

The Case Manager will be responsible for working collaboratively with individuals experiencing homelessness to link people with appropriate ongoing support and manage crisis when they occur.

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

- Provide brief intervention, and case management support, dependent on need, inclusive of assessment, referrals, regular communication and meetings, to ensure support for client's holistic needs.
- Work closely with clients, Alliance team members, local general practices and other health/community services to support improved access to health and wellbeing services.
- Undertake all aspects of care coordination including developing individualised care plans with clients and supporting clients to access a range of services including health, housing and other supports.



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- Implement a flexible, proactive, trauma-informed, and client-centered approach to support client and ensure rights are upheld, interactions are respectful and free from discrimination, with cultural safety at the centre.
- Conduct assertive outreach within the CBD with other Toward Home Alliance partners to individuals and families who are rough sleeping, establish contact, conduct assessments and referrals for support.
- Advocate for clients, and provide representation and support at meetings as required.
- Monitor client's health and wellbeing and review case plans in consultation with clients and relevant others on a regular basis.
- 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.
- Provide flexible individually tailored services within a holistic framework with a focus on collaboration, goal setting, skill, strengths and pathway development.
- Assist clients to identify and prioritise housing, health and support goals.
- Formulate appropriate person-centered actions and interventions in partnership with clients and others as required.
- Ensure the provision of support to clients either directly, or through referral and linkage to specialist services.
- Work as part of a team across Hutt St Centre and the alliance organisations in supporting care planning for clients.
- Engage with clients in a non-judgmental and respectful manner and work in partnership with them to effectively assess and respond to their housing and support needs.
- Communicate effectively and respectfully with clients.
- Ensure that stringent, confidential, accurate client records are recorded in a timely manner, safely stored and transported in an appropriate manner.
- Completion of reports and data collection is required, within appropriate timelines to ensure transparency and compliance. Inclusive of mandatory reporting, case noting, and incident reporting.
- Seek appropriate approvals for all program and client-related expenses.
- Keep appropriate records and receipts for all purchases made as part of the program.
- Attend team meetings, and individual supervision sessions.
- 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 Hutt St Centre and alliance development activities including completion of Hutt St Centre induction modules.
 - Actively contribute and participate in the yearly performance appraisal process.
 - Attend essential training such as Child Safe Environments, 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.

OTHER REQUIREMENTS

- 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.

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KNOWLEDGE & SKILLS

Essential knowledge, skills and experience

- Advanced skills in case management, assessment and referral.
- Strong skills in time management, setting priorities, planning and organising own work to achieve specific objectives.
- High level of interpersonal skills in dealing with all stakeholders.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Ability to work independently and demonstrate initiative.
- Strong team work focus.
- Competence in using a personal computer, internet and electronic communications.
- Understanding of the emotional impact of emergency / crisis accommodation support, and where appropriate refer to the appropriate service.

Desirable knowledge, skills and experience

- Knowledge and understanding of the issues facing people at risk of or experiencing homelessness.
- Knowledge and experience of homelessness services.
- A sound knowledge of the effects of trauma in relation to homelessness.
- Client-led case management and trauma informed practice.
- Experience working with people from culturally and Linguistically Diverse (CALD) and Indigenous backgrounds.
- Experience using the H2H database.
- Experience using Penelope database.

Other Requirements

- Some out of hours work may be required.

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

Name

Signature

Date