

<b>Position title</b>	Housing Options Pathways Program (HOPP) Case Manager	<b>Reference</b>	HOCM.W.DCS
<b>Reporting to</b>	Program Manager Housing Options Pathway Program	<b>Location</b>	Darwin
<b>Division</b>	Housing Options Pathway Program	<b>Section</b>	Darwin Community Services
<b>Approved</b>	Executive Manager Children & Homelessness	<b>Date</b>	May 2020
<b>Comments:</b> This role will require working in a diverse range of settings including but not limited to, a person's home, Garaworra Transitional Housing Service and other community settings. This position may require participation in the shared 24/7 On Call roster and involves flexibility in occasionally working outside business hours,			

## Organisation Statement

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. We demonstrate our values of Hope, Kindness, Respect, Fairness and Integrity through strength-based and trauma informed practice, cultural respect, child safety, social justice, community development and partnerships. Anglicare NT was formed by the Anglican Diocese of the NT to respond to the social needs of our diverse communities.

## Purpose of the Position

You will provide culturally sensitive and strengths based, casework and practical support to individuals and families living in the community and Garaworra Transitional Housing Service, whose tenancies are at risk.

You will assist and empower clients to build their capacity to address issues impacting on their tenancies and assist Garaworra tenants to explore and access a range of long term, independent housing options.

An integral part of the role is to work collaboratively with the Property and Tenancy Manager to ensure a supportive tenancy management service is provided at Garaworra Transitional Housing Service.

## Selection Criteria

### Position Specific Requirements

1. This position will only be open to Aboriginal and Torres Strait Islander applicants.
2. The minimum qualification required is Certificate IV in Community Services or equivalent and or 3 years' experience in the Homelessness /Community Services sector.
3. Demonstrated knowledge and experience in implementing culturally appropriate case management practice within a housing support framework.
4. Ability to engage and build respectful and trusting relationships with people in order to assist them to identify their rights, needs, strengths and opportunities.
5. Demonstrated experience in managing complex issues relating to homelessness and assisting families to sustain tenancies in the longer term.
6. Demonstrated experience in developing and maintaining co-operative working relationships with external agencies and providers to optimise client service delivery and referral.
7. Demonstrated experience in collaborative practice and working in partnerships.
8. Effective networking skills - ability to work with local service systems to improve responsiveness to the client group.
9. Demonstrated skills in working with Microsoft Office programs including Word, Excel and Outlook and Client Management systems including the SHIP database.

### General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
3. Northern Territory Working with Children Clearance (Ochre Card).

4. National Police Criminal History Report (less than three months old) with acceptable outcome.
5. Ability to meet 100-point ID and additional visa / overseas work compliance measures.
6. Northern Territory Driver's Licence.
7. First Aid Certificate (or willingness to obtain within agreed timeframe)

## **Key Responsibilities**

### 1. Quality Service Delivery

- Provide effective culturally appropriate, strength-based case management services in line with agreed case plans.
- Engage with tenants living in the community and Garaworra Transitional Housing Service to identify and address issues affecting their tenancy.
- Assist tenants to identify their needs and support and encourage them to exercise their right and personal preferences without compromising their safety or that of others.
- Assist individuals and families in understanding their tenancy rights and responsibilities.
- Provide information and practical support to develop independent living skills that assist in maintaining tenancies.
- Work with tenants at Garaworra Transitional Housing Service to explore and access long term housing options, including provision of support through the move and transition into their new home.
- As required, assist the Property and Tenancy Manager in ensuring property readiness for new tenants including cleaning and setup of properties.
- In conjunction with the Engagement and Participation Officer and other services support the implementation of information sessions and group activities that promote positive life skills, personal development and community participation.

### 2. Quality Systems & Continuous Improvement

- Develop and provide innovative and flexible services and practices in response to changing client needs.
- Receive and respond to feedback and comments from clients to ensure they have the strongest opportunities for self-direction.
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Assist in ensuring Garaworra buildings, facilities and grounds are well maintained, family friendly and always meet WHS requirements

### 3. Team Collaboration

- Actively contribute to the development, delivery and maintenance of a high functioning and responsive team to ensure high quality outcomes for clients and stakeholders.
- Promote and maintain a positive and collaborative work environment between the Housing Options Pathways Program and Garaworra Transitional Housing Program.
- Identify opportunities to integrate and work collaboratively across teams and other programs within Anglicare NT.

### 4. Administration

- Maintain comprehensive client documentation, ensuring client data is entered correctly into the Special Homelessness Information Platform (SHIP), and client file records are up to date, in good order and filed correctly.
- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and client feedback.
- Complete all reporting of incidents and hazards within Anglicare NT WHS reporting requirements.

## General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment.
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

## Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).