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|  | Position Title: Case Manager Housing Support | | Team: Family Violence/Housing Support | | Region: Western |
| | Supervisor: Senior Housing Support Case Manager | Delegations and Authorities: In Line with Delegations Policy | | Band: A | Date Completed: 19 September 2018 |

ORGANISATIONAL INFORMATION

| OUR VISION AND FOCUS | ROLE CONTEXT |
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| <p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p> | <p>The Housing Support Team sits within the Family Violence and Housing Support Team Program. The Housing Support Case Managers provide a case management response to clients with and without accompanying children who are experiencing homelessness or at the risk of becoming homeless. Clients who access these supports are often in crisis and have multiple and complex needs, making them vulnerable and as such the program aims to identify and address the issues that have led to their current situation. The program focuses on principles of social inclusion and social justice to ensure that those who have been overlooked by every other element of the system have a place to go.</p> <p>The Family Violence and Housing Support Team works within an organisational environment that encourages innovation and reflective practice and review to inform practice development. Building on comprehensive data collection and analysis including client feedback to continually improve the client experience and outcomes we can achieve.</p> <p>The funding for this support has specific targets for vulnerable clients of varying ages including youth, crisis support, single women and families.</p> <p>The program operates within a framework of understanding and respecting diversity of individuals and cultures, and facilitating a client led approach to inform the case planning and work.</p> |
| OUR VALUES | |
| <p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p> | <p>The service operates within a collaborative and supportive Team environment with a strong focus on partnerships with other relevant organisations to achieve client led outcomes.</p> <p>The Case Manager will provide: -</p> <ul style="list-style-type: none"> • Initial assessment which will inform best outcomes recommended for service users • Case Plan development which is client led to enable identification of the case planning needs, and work towards outcomes that will promote stable and independent living. • Accompanying Infants and Children will have their own needs identified and a case plan developed. • Encourage and provide innovative opportunities within the broader suite of services within the Grampians office to maximise client outcomes. • Networking and relationship management with social service providers whom we work with to provide referrals • A strong focus on early intervention and independence • Tailored accommodation and housing support options for each individual who find themselves without |

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| | <p>ongoing stable accommodation.</p> <ul style="list-style-type: none"> • Advocacy for clients to ensure greater access to complementary services • Enhanced youth homelessness service capacity |
| | <p>PRIMARY OBJECTIVES OF THE ROLE</p> <p>The Case Manager will support service users to access appropriate accommodation and develop independent living and coping skills for a sustainable future, wellbeing and community connections.</p> <p>The objective of the Case Manager will be to increase the capacity and connections through case planning and identifying create opportunities for early intervention and prevention that support young people and adults and children of adult clients directly who have experienced homelessness. This position will work closely with other program areas in the region such as Family Violence, Family Services, Education, mental health supports, Drug and Alcohol support and the Out of Home Care programs to name a few. This position will also work closely with Child Protection and other Government and Non-Government agencies when required.</p> <p>REPORTING RELATIONSHIPS</p> <p>This role is based at our Mt Helen Office.</p> <p>This role reports to the Senior Housing Case Manager who will provide supervision and review. This role has zero direct reports and works in conjunction within a small housing support team.</p> <p>This position is full time, fixed term contract until 01 November 2019.</p> |

| EXPECTATIONS | |
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| <ul style="list-style-type: none"> • Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together. • Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • Berry Street supports White Ribbon, Australia's campaign to stop violence against women. There is an expectation that staff never commit, excuse or remain silent about violence against women. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. | |
| KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE | |
| <ul style="list-style-type: none"> • Excellent written and oral communication skills (including public speaking, presentations and facilitation skills). • Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies. • Demonstrated experience in casework with families from diverse backgrounds who have experienced issues leading to homelessness. • An understanding of the homeless sectors current policy and services that are available to support clients accessing assistance. • An understanding and commitment to innovation and client led practice and assertive outreach. • An understanding and willingness to advocate for individual client needs including assessment of risks to the client/children. • Demonstrated experience in working with children, young people and families who have complex needs and may have statutory services involved. • Demonstrated ability to liaise with DHHS and other government and non-government agencies at both case work and program development levels. | |
| QUALIFICATIONS AND OTHER REQUIREMENTS | DESIRABLE |
| <ul style="list-style-type: none"> • A tertiary qualification in Social Work, Psychology, Welfare or a related discipline. • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. | <ul style="list-style-type: none"> • An understanding of homelessness, family violence, trauma, mental health, effects of drugs and alcohol and their effects on women and children. |

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

| ACCOUNTABILITY | SPECIFIC RESPONSIBILITIES |
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| Direct Service Delivery | <ul style="list-style-type: none"> • Initial Assessment and introduction to the service, this may involve out of hours work. • Advocacy with other community support services and Government Departments. • Ongoing identification of risk and planning to minimise risk. • Provide case work and planning as required as outlined in the individualised support plan. • Establish tenancy arrangements. • Provide emotional support to clients in their transition to independent housing. • Refer clients to other community services that they require and make appropriate connections in the community to enhance their social connections. • Assist clients to identify their future housing needs and support them to move from crisis to transitional housing. • Complete relevant documentation and participate in other data collections/reports as required. • Assist young people who are rent ready and require assistance to establish and maintain private accommodation (e.g. private rental or boarding); referrals will mainly be through the Housing Entry Point. • Develop strategies to establish links and relationships with private rental providers. |
| Youth Focused Housing Placement | <ul style="list-style-type: none"> • Provide secondary consultation for the Youth Entry Point worker to consult while a young person's support needs are being explored. • Work within developed regional guidelines to ensure regular contact appointments are made available to young people via the Entry Point. These will be available to young people who have been assessed as suitable to gain from a brief intervention as a means of keeping them out of the youth homelessness system. • Provide a brief intervention aimed at ensuring immediate needs are identified so that appropriate accommodation and supports can be provided. • Attend Hub, Youth Allocation, and YHSS network meetings that facilitate regional responses to young people. • Using a pathways approach ensure that young people have access to suitable safe accommodation if in crisis. Ensure that all family and other community supports have been consulted prior to organising accommodation. • Work as an advocate for homeless young people eligible for support. • Ensure that young people are linked to meaningful options in regard to employment or vocational training. • Refer and liaise with the Family Reconciliation/RECONNECT workers to ensure that a young person has access to family work or other relevant services. |
| Other | <ul style="list-style-type: none"> • Attendance at the regional HASS forum, local committees and training programs as required by the agency. • Attend fortnightly program supervision with the Team Leader. • Maintain the cleanliness, repair and presentation of all housing stock and SAAP equipment. • Gather relevant statistics and information to facilitate evaluation of the service. • Work together with the Young Persons Housing Worker to ensure program delivery. • Participate in and contribute to achieving and maintaining accreditation through continuous quality improvement. • Assist in the review of policy, procedure and practice documents. • Keep abreast of relevant legislation and changing industry standards and implement changes where necessary. • Other duties as directed. |

CONDITIONS OF EMPLOYMENT

1. This position is for 76 hours per fortnight. There is no paid overtime, but any extra hours worked will be accrued as Time-in-Lieu according to the *Berry Street Victoria 2014-2017 Agreement*. This position is fixed term until 01 November 2019.
2. You will initially be employed at our Mt Helen Office. You may be required to work from other Berry Street sites (on a temporary or permanent basis) as directed from time to time.
3. Terms and conditions of employment are in accordance with the *Berry Street Victoria 2014-2017 Agreement*, which includes above Award payments and eligibility for remuneration packaging. Salary packaging up to \$15,900 is available to Berry Street employees who meet the eligibility criteria outlined in our Salary Packaging Policy.
4. The base salary for this position is SCHADS Level 5 PP1 \$72,296.41 (pro rata) under the *Berry Street Victoria 2014-2017 Agreement*. The value of the salary can be increased through salary packaging.
5. Agency vehicles are available for authorised use and these should be used at all times for work-related purposes, in accordance with the Berry Street Motor Vehicle Policy. However, if you are authorised to use your own vehicle for work-related purposes, you will be paid an allowance per kilometre, which includes provision for comprehensive insurance and other running costs. Berry Street is unable to insure private vehicles owned by staff and will not accept any liability for damage to any staff vehicles incurred while being used for work-related purposes.
6. Superannuation will be paid according to Superannuation Guarantee into a compliant fund of your choice or into HESTA Superannuation Fund.
7. The successful applicant will be required to undergo satisfactory pre-employment checks, including 2 professional referees, a pre-existing injury/disease declaration, a criminal records check and proof of identity and qualifications.
8. The successful applicant will initially be employed for a probationary period of 3 months. During this period, either party can terminate employment with one week's notice. A probationary review before 3 months will be undertaken.
9. Under Victorian WorkCover legislation, it is the applicant's duty to advise Berry Street of any pre-existing medical condition, which could be aggravated by the type of employment for which they are applying. The existence of a medical condition will not preclude you from employment, unless you are unable to perform the inherent requirements of the position. However, failure to disclose any relevant injury or disease will jeopardise any entitlement you may otherwise have for a work-related aggravation of that non-disclosed pre-existing condition.
10. Berry Street has a smoke-free workplace policy.

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

| Element | Key Activity | Frequency |
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| Work Environment | Manage demanding and changing workloads and competing priorities. | Daily |
| | Work in a team environment. | Daily |
| | Work in different geographic locations. | Daily |
| | Be exposed to all outdoor weather conditions. | Daily |
| | Work in unstructured environments (e.g. outreach). | Daily |
| | Work office hours with the possibility of extended hours. | Regular |
| | Work on-call after hours. | Occasional |
| | Work in an open plan office. | Daily |
| | Work in buildings which may be two-storey. | Daily |
| | Sit at a computer or in meetings for extended periods. | Daily |
| | Work in an environment with competing demands. | Daily |
| | Present at court and other jurisdictions. | Occasional |
| People Contact | Liaise with government, non-government and community organisations. | Regular |
| | Work with clients who may have a physical or sensory disability. | Regular |
| | Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police. | Regular |
| | Interact with clients and members of the public who could display verbal or physically challenging behaviour. | Regular |
| | Facilitate access to specialist, generic and community services. | Daily |
| | Undertake training and professional development activities. | Regular |
| Administrative Tasks | Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data. | Daily |
| | Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards. | Daily |
| Transport | Drive vehicles possibly over long distances and in all traffic and weather conditions. | Regular |
| | Drive vehicles with possible distractions from client behaviour, verbal or physical. | Occasional |