

POSITION DESCRIPTION

Supportive Housing Case Manager

Program:	GreenLight Supportive Housing Program
Reports to:	Program Coordinator, GreenLight Supportive Housing Program
Supervises:	Nil
Date of Last Review:	April 2024
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2023 (Agreement) or subsequent Agreements.
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Mission (SHM), VincentCare Victoria (VC) and the Salvation Army Adult Services (SA) will deliver the exciting and innovative new multidisciplinary GreenLight program. GreenLight Supportive Housing program will work with people making the transition from chronic homelessness and rough sleeping to placement in longer term housing, addressing their unique experience of homelessness and the individual health and wellbeing factors to maintain their housing. The key outcome is stable housing for people and no return to homelessness.

The Greenlight Supportive Housing Program will provide tailored brief intervention, floating support, case management and, service coordination services through a multi-disciplinary team, including supportive housing workers, mental health clinicians, and peer support settlement workers to 273 people per year across the inner Melbourne area with a focus on assisting people to stay housed.

GreenLight will also be evaluated to demonstrate the efficacy of the model and share learnings via independent research and evaluation and internal participatory action research. GreenLight has been funded for two years through the Victorian State Government's Victorian Rough Sleeper Action Plan.

PURPOSE OF THE POSITION

This role provides assertive engagement, assessment, brief intervention, flexible case management and service coordination for people who are experiencing or at risk of homelessness. The role will work to ensure that the service provided is person centred, effective in achieving client goals, program

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outcomes, and are of the highest quality in accordance with SHM's values, legislation and funding requirements.

KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
Service Delivery	<ul style="list-style-type: none"> • Utilise persistent and assertive engagement techniques to establish and maintain a robust professional relationship with clients. • Manage a case load in an outreach capacity and adopt an assertive engagement approach; providing brief intervention, flexible support, case management, service coordination, referral and advocacy to successfully achieve client goals. • Coordinate case conferences, planning and exit planning in conjunction with referring agencies. • Work in partnership with other GreenLight Program staff Clinicians and Peer Settlement Support Workers. • Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework. • Monitor, progress, and achieve program targets and outcomes. • Utilise SHM's measurement and evaluation framework to capture outcomes of the GreenLight program. • Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures. • Contribute to a workplace environment, which supports peers, develops teamwork and ensures the provision of quality services for Mission clients.
Organisational Participation	<ul style="list-style-type: none"> • Attend and participate in team meetings, service planning days and SHM all staff meetings. • Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of GreenLight. • Contribute to the implementation of the Mission's Strategic Plan.

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	<ul style="list-style-type: none"> • Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment. • Contribute to collaborative practice across Client Services Division. • Ensure links are maintained with other Mission services and partnership agencies contributing to GreenLight. • Support GreenLight research and evaluation activities.
Sector Participation	<ul style="list-style-type: none"> • Develop and foster positive relationships with local services and agencies. • Attend relevant network meetings as agreed with Manager.
Case Management Framework (CMF)	<ul style="list-style-type: none"> • All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and peruse positive goals that stabilise their circumstances.
Relationship Management	<ul style="list-style-type: none"> • Foster and maintain positive relationships with: <ul style="list-style-type: none"> - SHM staff - GreenLight Team, including teams based with SHM, VC and, SA - GreenLight Service Partners - GreenLight Steering Group and subgroups - GreenLight Evaluation Team
Professional Development	<ul style="list-style-type: none"> • Attend and participate in regular supervision sessions. • Undertake all mandatory and core training in a timely manner. • Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.

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CQI (Continuous Quality Improvement)	<ul style="list-style-type: none"> All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	<ul style="list-style-type: none"> All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- A current Criminal Records Check.
- A current Victorian Working with Children Assessment Notice.
- Valid driver's license to drive in Australia.
- Current First Aid Certificate, including current CPR issued by recognised accredited Australian provider.
- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years.

QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Psychology, Occupational Therapy or equivalent. Candidates with Diploma qualifications and outstanding relevant experience may be considered.

KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated experience in case management and service coordination.
- Experience in assisting clients to navigate different service systems to meet their needs.
- Proven ability to effectively manage client behaviours of concern and respond to crisis situations.
- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with clients with complex needs.
- Good interpersonal skills including both verbal and written communication.
- Demonstrated ability to achieve program targets and outcomes.
- Ability to manage time, resolve routine problems, and meet deadlines with minimal supervision and direction.
- Strong alignment with the values of Sacred Heart Mission.

DESIRABLE

- Sustaining tenancies knowledge and experience.
- Experience working in an outreach capacity using assertive engagement practice.

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- Specialist experience in a mental health and/or drug and alcohol setting.
- Knowledge of trauma informed practice.

VISION, MISSION AND VALUES

Our vision is of an inclusive, fair, and compassionate community, which enables people to overcome disadvantage and realise their full potential. Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion. Our Values are:

- **Welcome** – we welcome and actively engage people in order to build relationships based on respect and trust.
- **Community** - we enable people to feel supported by and connected to the broader community.
- **Challenge** - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- **Accountability** - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.
- **Innovation** - we ensure that our services remain contemporary, creative, responsive, and effective.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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