

POSITION DESCRIPTION

CASE MANAGER – SUPPORTIVE HOUSING

Program:	Sacred Heart Central – Support Services
Reports to:	Sacred Heart Central – Coordinator
Supervise:	Nil
Date of Last Review:	September 2020
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

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.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

SHM's Client Services Division includes Sacred Heart Central, Women's Services, Journey to Social Inclusion, Sacred Heart Community, GreenLight Supportive Housing Program, Sacred Heart Local and the Rooming House Plus Program.

The key outcome of this role is to ensure people experiencing primary homelessness are supported for up to 12 months to access housing/ accommodation and to settle well into their new home and community.

The Case Manager – Supportive Housing role will provide community-based outreach work and intensive support of a highly complex cohort as they prepare for and adjust to long-term housing and independent living. The role provides high quality, effective case management to clients, in accordance with the organisation's Case Management Framework and reporting requirements, its values and its legislative and funding requirements.

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PURPOSE OF THE POSITION

The position is based within Sacred Heart Central Support Services.

The objectives of this position are:

- To use an assertive engagement and outreach approach, to provide intensive case management and service coordination for clients who are experiencing primary homelessness and sleeping rough in the St Kilda locality and accessing Sacred Heart Central and/or Women's House Engagement Hubs, but are yet to, or unable to, receive a case management support service to move out of primary homelessness.
- To provide support tailored to the needs of the client with a specific aim to provide assistance and support to obtain and maintain housing and move out of primary homelessness.

To advocate on behalf of clients and assist them to engage or re-engage with an appropriate range of holistic service providers and community inclusion opportunities as required.

KEY RESPONSIBILITIES

Accountability	Major Activities
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 flexible caseload and adopt an assertive engagement approach; providing brief intervention, 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 SHM client services and external agencies. ▪ 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

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	<ul style="list-style-type: none"> ▪ 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 the Central Engagement Hub ▪ Contribute to the implementation of the Mission's Strategic Plan ▪ Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment ▪ Contribute to collaborative practice across the Client Services Division ▪ Ensure links are maintained with other Mission services and partnership agencies contributing to the Central Engagement Hub ▪ Support 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
Professional Development	<ul style="list-style-type: none"> ▪ Participate in regular supervision, professional development and review meetings and regularly monitor individual training and development plan with line manager. ▪ Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective.
Relationship Management	<p>Foster and maintain positive relationships with:</p> <ul style="list-style-type: none"> ▪ SHM staff ▪ Individual Planned Support and Engagement Hub teams ▪ Service Partners ▪ Steering Group and subgroups

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	<ul style="list-style-type: none"> ▪ Evaluation Team
OH&S	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats)
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process
Case Management Framework (CMF)	All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into the case management process by working collaboratively with clients to identify and pursue positive goals that stabilise their circumstances

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 Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid

QUALIFICATIONS

- Appropriate tertiary 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 working in Case Management
- Experience in assisting clients to navigate different service systems to meet their needs
- Proven ability to effectively manage challenging behaviours and respond to crisis situations
- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with clients with complex needs
- Knowledge of and experience in sustaining tenancies practices
- 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:

- Experience in working in an outreach capacity using assertive engagement practice
- Specialist experience in a mental health and/or drug and alcohol setting
- Knowledge of trauma informed practice and recovery principles

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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