

## POSITION DESCRIPTION

### Women's Supportive Housing, Case Manager

<b>Program:</b>	Greenlight Supportive Housing Program (GLSHP)
<b>Reports to:</b>	Team Leader, Women's Supportive Housing Team
<b>Supervise:</b>	<i>Nil</i>
<b>Date of Last Review:</b>	July 2021
<b>Classification:</b>	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
<b>Victorian Portable Long Service Benefits Scheme:</b>	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**

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individual Planned Support, and Ongoing Support.

### **Engagement Hubs**

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, laundry facilities and primary health support through our GP Clinic (*Modified during Covid 19 Covid Safe*).

The Hubs also facilitate access to support through the provision of information and advocacy, referrals to our case management and housing vacancies, as well as external referrals. For clients with a limited social support network, Engagement Hubs provide interim social participation spaces and activities-until clients have access to housing and improved community connection in their new location.

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## Individual Planned Support

Individual Planned Support is an outcome focused; flexible-service case management and service co-ordination response tailored to a client's situation. In most cases, this will involve goal setting to facilitate client led goals related to staying housed, or needing support to access housing, settle and stay housed. It also allows a client centred response to associated support needs that may impact on housing access or stabilisation, including social inclusion, economic participation, health & wellbeing, and independence needs.

Individualised Planned Support is provided through our services at Sacred Heart Central (up to 6 weeks), the Women's House (up to 6 weeks), Homefront (Crisis Accommodation Service 6 weeks), and our Continuum of Care, Supportive Housing programs (Flexible support time).

## Supportive Housing Programs- Women's Team

The Women's Supportive Housing Team is co-located with two other supportive housing programs, providing client support to access housing, settlement support, and sustaining tenancies support within a case management and service coordination model of service delivery. The program receives referrals from the SHM Prioritisation Allocations Group and works within the SHM Continuum of Care model, ensuring support is flexible and based on client need, with a key focus on achieving a stable housing outcome and end to homelessness.

## PURPOSE OF THE POSITION

This role has a key focus on ending homelessness for women, whether they present as 'at risk' of homelessness or require housing/ support. It provides assertive initial engagement, assessment, flexible case management and service coordination in a 100% outreach capacity in peoples home or place of residence, or other agencies. The role will work to ensure that the service provided is person centred, effective in achieving client goals, with a focus on the key program outcome of stable housing and that service responses are of the highest quality in accordance with SHM's values and legislative and funding requirements.

## KEY RESPONSIBILITIES

Accountability	Major Activities
Service Delivery	<ul style="list-style-type: none"><li>Utilise persistent and assertive engagement techniques to establish and maintain a robust professional relationship with clients in their community and home/ accommodation.</li></ul>

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	<ul style="list-style-type: none"> <li>▪ Manage a flexible case load in a 100% outreach capacity (approx~26 per year or pro-rata) and adopt an assertive engagement approach; providing flexible case management support, service coordination, referral and advocacy, and sustaining tenancies practices to successfully achieve client goals, including the key program outcome of stable housing.</li> <li>▪ Coordinate case conferences, planning and exit planning in conjunction with referring agencies.</li> <li>▪ Work in partnership with other service partners internal and external to the SHM including housing partners.</li> <li>▪ Apply the objectives and tools of the SHM Case Management Framework, Trauma Informed Care Framework, and Continuum of Care practice components.</li> <li>▪ Monitor, progress, and achieve program targets and outcomes.</li> <li>▪ Utilise SHM's measurement and evaluation framework to capture outcomes of the Continuum of Care Supportive Housing program.</li> <li>▪ Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures.</li> <li>▪ Contribute to a workplace environment, which supports peers, develops teamwork and ensures the provision of quality services for Mission clients.</li> </ul>
<p><b>Organisational Participation</b></p>	<ul style="list-style-type: none"> <li>▪ Attend and participate in daily Supportive Housing Program broader team check-ins and check-outs, team meetings, service planning days and SHM all staff meetings. Including the group reflective practice spaces of: <ul style="list-style-type: none"> <li>○ Women's Services, and</li> <li>○ Supportive Housing Programs</li> </ul> </li> <li>▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of CoC Supportive Housing Programs.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Contribute to the implementation of the Mission's Strategic Plan.</li> <li>▪ Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment.</li> <li>▪ Contribute to collaborative practice across Client Services Division, including the new Women and Homelessness Professional Development Exchange Group.</li> <li>▪ Ensure links are maintained with other Mission services and partnership agencies contributing to CoC Supportive Housing Programs.</li> <li>▪ Support CoC Supportive Housing Programs research and evaluation activities.</li> </ul>
<b>Sector Participation</b>	<ul style="list-style-type: none"> <li>▪ Develop and foster positive relationships with local services and agencies.</li> <li>▪ Attend relevant network meetings as agreed with Manager.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Participate in regular supervision, yearly professional development and review meetings and regularly monitor individual training and development plan with line manager/ supervisor.</li> <li>▪ Attend regular practice reflection (Women's Services and Supportive Housing) and contribute to a practice culture that is open, honest and reflective.</li> </ul>
<b>Relationship Management</b>	<p>Foster and maintain positive relationships with:</p> <ul style="list-style-type: none"> <li>▪ SHM staff and other SHM client services</li> <li>▪ CoC Supportive Housing Programs.</li> <li>▪ External agencies across inner metro regions</li> </ul>
<b>OH&amp;S</b>	<p>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</p>
<b>RISK</b>	<p>All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).</p>

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<b>CQI (Continuous Quality Improvement)</b>	<p>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.</p>
<b>TIC (Trauma Informed Care)</b>	<p>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.</p>
<b>Case Management Framework (CMF) and Continuum of Care (CoC)</b>	<p>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.</p> <p>Supportive Housing, Case Managers are responsible for integrating CoC practice components into their case management and service delivery including:</p> <ul style="list-style-type: none"> <li>• Flexible support including: <ul style="list-style-type: none"> <li>○ Prioritisation, assessment and referral- <i>to the SHM prioritisation, allocations group (PAG) for clients requiring support and/ or other housing/ support referrals.</i></li> <li>○ Streaming- <i>to the SHM prioritisation, allocations group (PAG) for clients requiring support and/ or other housing/ support referrals.</i></li> </ul> </li> <li>• Sustaining tenancies</li> <li>• Exit planning</li> </ul>

## **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 degree qualification relevant to the delivery of community services e.g. Social Work, Social Sciences, 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 co-ordination including relevant administration requirements.
- Experience in assisting clients to navigate different service systems to meet their needs.
- Proven ability to effectively manage challenging client behaviours and respond to crisis situations.
- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with clients with complex needs, and specifically those relevant to women.
- 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.
- Specialist experience in a mental health and/or drug and alcohol setting.
- Knowledge of trauma informed practice

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**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

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