

POSITION DESCRIPTION

Mental Health Case Manager

OVERVIEW

Program:	Early Intervention Support Planning Response
Reports to:	Manager, Rooming House Plus Program RHPP
Supervise:	Nil
Date of Last Review:	May 2022
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or successor 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

The Early Intervention Psychosocial Support Response (EIPSR) is coordinated by Alfred Health with key partners across the Southern region, to provide a holistic response for clients of Alfred Mental Health Services who are:

- not eligible for the (National Disability Insurance Scheme as they do not have permanent functional impairments, or
- are likely to be eligible with interim psychosocial support while waiting to become a participant of the NDIS

SHM will be providing services for clients referred by Alfred Health who are experiencing or at risk of homelessness including those living in rooming houses.

PURPOSE OF THE POSITION

This role is one of two Mental Health Case Managers who will provide outreach based, recovery focused services including assessment, psychosocial support and service coordination with the aim of building the capacity of people to manage their mental illness and increase social participation so that they can live a healthy and contributing life. A key focus of the role will be to assist clients to obtain and sustain appropriate housing and, where eligible, access ongoing supports through the NDIS.

The role will be based at SHM's Rooming Housing Plus Program (RHPP) and will report directly to

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the Manager, RHPP. RHPP provides self-contained accommodation for 67 single adults. The people who live at RHPP have a range of complex needs including mental illness, dual diagnosis, substance use and histories of long-term homelessness and trauma.

KEY RESPONSIBILITIES

Accountability	Major Activities
Case Management and Service Coordination	<ul style="list-style-type: none"> ▪ Assertive engagement and assessment of people living with a mental illness and experiencing or at risk of homelessness ▪ Coordination of integrated treatment and recovery plans tailored to meet the specific needs of clients, including support to manage in times of crisis ▪ Strengths based psychosocial support to assist clients to set and achieve their recovery goals ▪ Assistance to obtain and sustain housing that is safe and affordable to ensure that homelessness does not become a barrier to managing good mental health ▪ Education, support and advocacy to assist eligible clients to access a support package from the NDIS ▪ Liaise with key stakeholders, clinical services, family/carers and other support service organisations to ensure best outcomes for clients ▪ Maintain all client records and program reporting as required
Professional Development	<ul style="list-style-type: none"> ▪ Participate in regular supervision and professional development meetings. ▪ Participate in mandatory training and professional development opportunities as agreed by Manager. ▪ Contribute to a practice culture that is open, honest and reflective.
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).

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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.

MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Valid driver's license to drive in Australia
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid
- Current COVID-19 vaccination certificate

QUALIFICATIONS

- A recognised degree in Social Work/Psychology/Mental Health Nursing/Occupational Therapy or similar

KEY SELECTION CRITERIA

Essential:

- Case management experience in the mental health sector including assessment, risk assessment, crisis management, the provision of psychosocial support and support coordination with a range of service providers.
- Understanding of the principles of mental health recovery, trauma informed care, and strengths based, client-centred practice.
- Demonstrated understanding of the Victorian Mental Health Act and knowledge of the community resources available to support the mental health recovery of clients in the community.
- Knowledge of the key issues experience by people who experiencing homelessness, or at risk of homelessness, and prior experience of assisting people to obtain housing.
- Able to liaise and effectively communicate with a wide range of stakeholders including families and carers.

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- The capacity to work independently and employ strategies for reflective practice and self-care.
- Strong alignment to SHM Values.

Desirable:

- Demonstrated experience working within homelessness /housing support settings.
- Demonstrated experience working with NDIS transition support.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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