

# Team Leader, Case Management Inner West

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Manager, Inner West Housing and Homelessness
<b>Direct reports:</b>	Caseworker/s
<b>Location:</b>	Inner West and City LGA's
<b>Primary position objective:</b>	Provide day-to-day leadership for a team of Case Workers to improve the quality and consistency of the case management services provided to clients, and ultimately improve the likelihood successfully and sustainably house clients.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Community Inclusion:** this team is responsible for state-wide management of excellent community inclusion services, including disability services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Service innovation and business development:** this team is responsible for service innovation and business development.

### Accountabilities and responsibilities

The Team Leader, Case Management Inner West will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Provide supervision, guidance and leadership to case management services across a broad

spectrum of clients in community-based support and based in our Support Services accommodation.

- A high level of understanding of the impacts of domestic and family violence
- Manage internal and external stakeholder relationships. Representation at local interagency and Domestic Family Violence meetings/ committees
- Be involved in continuous quality improvement activities e.g., accreditation, review of policies and procedures.
- Understand budget parameters and where able, present possible strategies for improvement.
- Maintain a broad understanding of state and federal government policies, that have a direct impact on the delivery of services to homeless people and as directed, assist the Manager in responses to any government reviews or changes.
- Keep up to date with current and leading client management and domestic and family violence practices in order to provide or facilitate innovative and effective case working practices.
- Working within the Society's Vinnies Services Code of Practice and Code of Conduct.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Implement a 'housing first' model with Case Workers utilising resources i.e., housing assessments and support plans

## Critical Key Performance Indicators (KPIs)

- Team is achieving housing outcomes and support for clients
- Team is supported
- Effective engagement of members in service.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Implementation of accreditation process

## Key working relationships

In addition to the Manager, Inner West Housing and Homelessness and their direct reports, the Team Leader will foster close working relationships with:

- Social and Affordable Housing Fund (SAHF) Officers (Vinnies Services);
- Quality Officer, Housing and Homelessness (Strategy and Governance).
- Domestic and Family Violence committees and or working groups
- Members and Volunteers
- Peers within Disability Inclusion and Health Directorates

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **People we Serve Centric:** (Level 3) Enable the delivery of high-quality services that provide a hand up for the people we serve.

- **Values based leadership:** (Level 3) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 3) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

## Role-specific criteria

- Relevant tertiary qualification/s in Social Work/Social Science/Community Welfare or other relevant field or equivalent work experience.
- Extensive knowledge of the issues in women's homelessness, including current practices in the NSW context of responses to domestic and family violence.
- Understanding of contemporary domestic violence practice, including the gendered nature of violence and working with trauma
- Demonstrated experience in case management or outreach service delivery experience in the homelessness sector.
- Experience in supervisory role and understanding of administrative, accountability and data management processes.
- Highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people.
- Knowledge of child protection issues, legislation and requirements.
- Proficiency with computers and industry-related software is required.
- NSW driver licence and ability to travel.
- To be female is a genuine requirement for this position under Section 31 of the Anti-Discrimination Act 1977.

## Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.