

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Case Manager- Street to Home	Department	Northern QLD Region
Location	Townsville	Direct/Indirect Reports	Nil
Reports to	Team Leader- Street to Home	Date Revised	July 2017
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Choose an item.		

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

The position's primary responsibility is to operationalise *Strategy 2020 Goal 4: Improve the wellbeing of those experiencing extreme vulnerability*.

Reporting to the Team Leader, the **Case Manager – Street to Home** will contribute to enabling place-based operational goals and work plans and provide direct service delivery support by adopting the Red Cross placed-based community development approach which aims to build capacity and resilience of community members; empower communities to take responsibility for their futures; share with other organisations to increase collaboration; and transform systems and structures to remove barriers. The Street to Home service provides support to people who are sleeping rough or experiencing chronic homelessness to move to stable, long term housing. Support will focus on achieving long term lifestyle changes to enable engagement in the community, education or employment where appropriate. Brokerage Support will be undertaken in the context of case management and crisis response.

The Case Manager will primarily provide relationship based, intensive case work and conduct assertive outreach. The role will be required to:

- Utilise assertive outreach to identify and support people who are sleeping rough and people experiencing chronic homelessness where they are (i.e. parks, squats, shelters);
- Provide intensive case coordination to assist clients to remain in long term stable housing; and
- Link clients with other ongoing support as appropriate

The role will use a 'housing first' approach and operate from a strengths based and capacity building framework and ensure that standards and principles that promote social inclusion, human rights, participation and client/consumer choice form part of their practice framework. The position will ensure accountability to clients, stakeholder and the organisation by ensuring that information management including how information is maintained, stored, shared and disposed of is in line with organisational standards.

The position will be required to work after hours work on a regular basis as well as some weekend work.

Service users will benefit from this role's inclusive and person-centred approach whereby the client/consumer is at the centre of planning and delivery.

■ Position Responsibilities

Key Responsibilities – technical

As delegated by line manager provide case work support through the provision of direct services to client and administrative assistance. These services include but not limited to:

- Case Work Support
 - Undertake outreach activities to people in public spaces and other locations and actively initiate face to face contact with people in to provide access, assessment and appropriate referral (as prescribed in Service Agreement ST2).
 - Provide case management support to people either in their own home, in temporary living situations, in supported housing, in a community setting, or in public space. Support provided to people in another providers' centre based location is also included (as prescribed in Service Agreement ST5).
 - Develop, implement, monitor and review a case plan cooperatively and transparently with each client
 - Undertake coordination and network development activities that build the capacity of Specialist Homelessness Services to strengthen integrated working relationships between providers according to the identified level of client need (as prescribed in Service Agreement ST12).
 - Participate in team and case work meetings to share information with other caseworkers to maintain a consistent approach
 - Apply the Red Cross Case Management Practice Standards, including other relevant policies and standards like Workplace Health & Safety, Child Protection etc., at all times
 - Maintain accurate records of all clients and ensure that relevant client interactions are documented in case notes as per organisational policy and program requirements
 - In accordance with Red Cross policy and legislation ensure the effective management and resolution of client issues, grievances and complaints
 - Operate in accordance with Homelessness Program Guidelines, Specifications and Requirements including Human Services Quality Framework and ensure that all internal mechanism and processes are undertaken to demonstrate compliance with Guidelines and Standards
- Brokerage
 - In accordance with Red Cross and funder principles and guidelines, administer Brokerage funds in the context of case management plans and provide for the purchase of services and resources considered essential to achieve client outcomes
- Humanitarian Placed Based and General Activities
 - Undertake regular analysis of patterns of access for service user and ensure that this is provided to senior management to inform service planning
 - In consultation with the line manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
 - Engage with communities, as requested, to identify and support development of community-led responses to issues impacting on community members in accordance with Red Cross Strategy 2020 priorities
 - Develop and maintain knowledge of current services and infrastructure that support the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups
 - Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
 - Actively participate in Practice Supervision and Quality & Practice improvement initiatives

Administration

- Collate and update data systems and databases, ensuring accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
- Working in collaboration with the Manager, to ensure that the program and activities operates within budget and in accordance with approved Red Cross and relevant accounting standards
- Collect and action accordingly administration related correspondence, emails, and general enquiries pertaining to all aspects of the program under the guidance of the line manager
- Actively participate in the Red Cross Performance Review & Development system and engage with line management in the development, implementation and review processes.

■ Position Selection Criteria

Technical Competencies

- Significant experience of working with individuals and/or families with complex needs, in a community services' organisation or similar setting
- Demonstrated knowledge of evidence based casework strategies and principles with proven experience in delivering casework services to people 'at risk' of and/or experiencing vulnerabilities
- Demonstrated experience of administering Brokerage funds in the context of case management plans
- Ability to minimise the risk which arises from crisis situations and exercise professional judgement based on ethical and legislative requirements
- Demonstrated understanding of reflective practice and continuous improvement
- Demonstrated experience in managing personal and professional boundaries
- Ability to perform all aspects of the role in a humanitarian and client focused way
- Ability to work directly with homeless clients who have complex needs from a variety of cultural backgrounds, to achieve positive and sustainable outcomes.
- Demonstrated experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders to develop responses to community issues and build on community strengths and resources
- Highly developed verbal and written communication skills
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities
- Ability to exercise initiative, discretion and judgement in working both independently and as part of a team
- Sound proficiency in MS Office and client databases.

Qualifications/Licenses

- Tertiary qualifications in social work, community services, human services or a related field
- A Working with Children check is a mandatory requirement for this role
- Current drivers licence

Desirable

- Applied knowledge of the role of volunteers and how they can add value

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focusing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters