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| **Job Title** | **Case Manager** |
| Responsible to | Program Manager – Stuart Lodge |
| Responsible for | To provide assistance to participants in the provision of Welfare support services and supporting Family Support Workers to do the same. |
| Founding Purpose | “This is how we know what love is: Jesus Christ laid down His life for us. So, we also ought to lay down our lives for others.” (1 John 3:16)Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.Pathways for life  |
| Vision | Our vision is to see a fairer Australia by enabling people in need find pathways to a better life |
| Organizations’ Core Values: | Compassion Integrity Respect Perseverance Celebration |
| Organisation Mission | Walking alongside those in need, we help people discover:* Pathways to strong families and healthy, happy children
* Pathways through a successful youth
* Pathways away from homelessness
* Pathways for life and work ready skills
* Pathways to sustainable employment
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| Position Purpose | To support participants and other staff in the provision of welfare support, in particular the provision of services to face homelessness and other related issues. |
| Key Challenges | The ability to work with participants who are facing challenging and multiple barriers. |
| Key Results Area | * Participant Support
* Relationship management
* Program Management
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1. **Organization Chart (What are the key reporting relationships for the role?)**

Housing Program Manager

Case Manager

1. **Job Requirement (What are the key activities for the role?)**

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| **Key Result Area 1** | **Participant Support** |
| **Key Tasks** | **Job Holder is successful when**  |
| • Respond to referrals of participants to the service from internal and external support services and conduct over-the-phone and formal face-to-face assessments of suitability for support.• Undertake initial registrations for participants, including all necessary paperwork and application forms.• Work with participants to create individualized case plans including referral to supplementary services as needed.• Provide intensive ongoing case management sessions (formal and informal) with participants and review progression against case plans and provide informal counselling as required.• Assist participants whilst at the service through brief intervention and referral to suitable services. • Assist participants in the process of transition out of the service into independence or other services.• Conduct group case management sessions for participants where necessary and appropriate such as living skills, budgeting etc.* Other duties as directed
 | • All referrals are responded to and appropriate participants are selected for the program.• Thorough registrations are conducted and all required paperwork is completed and put on file.• Participants are thoroughly indicted into the service and are fully aware of their rights and responsibilities.• Support plans are created for all participants in line with Mission Australia best practice.• Ongoing support is provided for participant that meets their individual needs and situation.• Participants are supported whilst at the service and offered appropriate referral to other services. • Participants are effectively transitioned out of the service where appropriate and offered ongoing support from internal services.• Group sessions are conducted for participants as appropriate. |
| **Key Result Area 2** | **Relationship Management** |
| **Key Tasks** | **Job Holder is successful when**  |
| • Develop strong internal relationships with participants and other staff to contribute to the effective functioning of the service and improved outcomes.• Develop strong relationships with key external stakeholders including other service providers, community service workers, government agencies etc. to assist in the receipt of information and referral of participants.• Be accountable for the health, safety and well-being of staff by demonstrating compliance and internal policies and procedures related to WHS.• Performance reviews and evaluations are conducted with encouragement and developmental coaching and counselling as required.• Identify and support staff training and development needs.• Thoroughly induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures.• Demonstrates leadership of the team and is responsible for the effective people management and development of direct reports.* Other duties as directed
 | • Strong internal relationships are developed resulting in improved service functioning and service outcomes. • Strong external relationships result in effective interaction with service and appropriate referral of participants.• Staff is aware of safety procedures in line with internal policy and procedure. • Annual performance reviews are inducted and evaluate includes new staff members under probation.• Provide support and training to both new and existing staff members• Staffs are provided with updated of changes within the organisation and are familiar with internal and external policies and procedures.• Leading the team in the delivery of program requirements to participants, as per the agreed operating procedures and guidelines. |
| **Key Result Area 3** | **Program Management** |
| **Key Tasks** | **Job Holder is successful when**  |
| • Create and update individualized case management files for all participants in line with Mission Australia protocols.• Ensure that all required internal and external participant paperwork is completed and copies kept on file.• Undertake a range of case management duties to support the development of participants including referrals and support letter, interaction with other service providers, appointment setting and advocacy internally and externally• Complete a range of internal and external reports relating to participants including case management statistics, feedback summaries and yearly outcomes reports. • Complete a range of other administrative duties for the efficient running of the service including statistics, reports, referral letters, goals plans etc.* Other duties as directed
 | • Case management files are created in required standard and updated regularly.• All paperwork is completed and correct and kept as required.• Participants are provided with practical case management support to meet the individual needs• All required reports are prepared correct and on time.• All required administration tasks are completed accurately and in a timely manner.• Carry out other duties as directed by Mission Management staff. |

1. **Purpose and Values Requirements**

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| **Core Area Responsibility** | **Purpose and Values** |
| **Key Tasks** |
| • Actively support Mission Australia’s purpose and values;• Positively and constructively represent our organisation to external contacts at all opportunities;• Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;• Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);• To help ensure the health, safety and welfare of self and others working in the business;• Follow reasonable directions given by the company in relation to Occupational Health and Safety.• Promote and work within Mission Australia's participant service delivery principles, ethics, policies and practice standards• Actively support Mission Australia’s Reconciliation Action Plan. |

1. **Recruitment information**

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| **Competencies** |
| • Participant Support• Values Alignment• Organizational awareness |
| **Experience and Qualifications** |
| • A Degree or Diploma in Social Welfare/Social Science or a minimum of six years’ experience in a similar role• Competent in using computer packages such as Office 2007 including Word, Excel and Power-Point• Current driver’s license• Senior First Aid certificate or willingness to obtain • Satisfactory criminal record check• Current OCHRE Card or capacity to gain. |

1. **Approval**

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| Manager Name  | Patricia Ose |
| Approval Date | 01 June 2017 |