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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 |
| 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 |

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 |