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| **Job Title** | **Case Manager – Camperdown Support Services, Common Ground** |
| Responsible to | Program Manager |
| Responsible for | Providing support and assistance to clients and tenants of Common Ground |
| 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. |
| Vision | *Pathways for life*  Our vision is to see a fairer Australia by enabling people in need to find pathways to a better life. |
| Organisations’ 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 clients 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 clients who are facing challenging and multiple barriers. |
| Key Results Area | * Client Support * Relationship management * Administration and WH&S |

1. **Organization Chart (What are the key reporting relationships for the role?)**

**Regional Leader**

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Program Manager

Case Manager

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

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| **Key Result Area 1** | **Client Support** |
| **Key Tasks** | **Job Holder is successful when** |
| • Provide support and regular case management that meet the quality standards as set out in the case management review  • Demonstrate an ability to provide a personalised approach to case management allowing clients to make informed choices about the services and support they require as well as opportunities to contribute to, and be involved in service delivery  • Deliver support services in line with the project’s adapted framework and best practice principles which are person centred, trauma informed and holistic  • Actively engage in quality assurance and reflective practices with Program Manager promoting quality service delivery and accountability  • Provide intensive ongoing case management sessions (formal and informal) with clients and review progression against case plans and provide informal counselling as required.  • Working with clients who may be experiencing high levels of distress, anger and anxiety. Prioritising competing demands in crisis situations  • Consistently demonstrate strong professional boundaries in undertaking the case management role | • Regular support and case management sessions is provided to each client on your case load in keeping with quality standards  • Clients have an integral role in making decisions about their own support as well as having a role to play in influencing service delivery  • Support is evidenced and in line with the project’s adapted framework. Client’s indicate satisfaction with service delivery  • Actively participate in quality assurance and reflective practices with Program Manger showing up to date case plans, records  • Ongoing support is provided for client that meets their individual needs and situation.  • Client and staff welfare is prioritised in a professional manner  • Professional boundaries are upheld throughout |
| **Key Result Area 2** | **Relationship Management** |
| **Key Tasks** | **Job Holder is successful when** |
| • Engage in integrated practice, working collaboratively with the Mission Australia Housing team to promote tenancy sustainment and tenant behaviour management strategies  • Using a partnership approach, build positive effective relationships with Mission Australia Housing Staff, Concierge staff and other contractors whom work onsite  • Develop positive and appropriate professional relationships with stakeholders including local community service providers, government agencies, hospitals etc maintaining an up-to-date knowledge of services available to meet clients’ needs  • Attend inter-agency meetings as required, representing and promoting the service and the organisation in a positive, respectful manner  • Proactively organise and facilitate case conferences as required | • Tenancy sustainment increases. Consistency is held with behaviour management strategies resulting in reduced negative behaviour and more client empowerment  • Strong internal relationships are developed resulting in improved service functioning and service outcomes.  • Strong external relationships result in effective interaction with service and better accessibility of services for clients  • Networking results in wider knowledge of our service and of other services that can assist the needs of clients  • Case conferences are organised and carried out with the client achieving person centred outcomes |
| **Key Result Area 3** | **Administration and WH&S** |
| **Key Tasks** | **Job Holder is successful when** |
| • Work proactively with other team members to manage service case load and administrative responsibilities  • Record all support services provided with a high level of accuracy and in a timely manner  • Meet service requirements for the maintenance of client records and the updating of the service internal database ensured that all required internal and external paperwork is update and accurate  • Complete a range of internal and external reports relating to clients 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  • Adhere to workplace health and safety standards and demonstrate a responsibility towards the upkeep of high WH&S standards  • Respond to incidents in accordance to the service’s formal procedure  • Carry out periodic client risk assessments | • Actively assists other team members in managing case load and other administrative responsibilities  • All support interventions are accurately recorded within required timeframe  • All client records, paperwork and data entry is completed and correct and kept as required.  • All required reports are prepared correct and on time  • All required administration tasks are completed accurately and in a timely manner  • All WH&S requirements are adhered to  • All incidents are responded to as per service procedure  • Client risk assessments are periodically updated and accurately reflect any risks associated with the person |

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.);  • Maintain a safe working environment for yourself and others in the workplace;  • Ensure required health and safety actions are completed as required;  • Participate in learning and development programs about workplace health and safety;  • Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries;  • Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards;  • Actively support Mission Australia’s Reconciliation Action Plan. | |

1. **Recruitment information**

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| **Personal Attributes** |
| • Resilience  • Solution focused and creative in approach- has the capacity to respond effectively to challenges  • Strong professional boundaries  Performing as an active member of the case management team and wider Common Ground team, contributing to building a positive professional culture that facilitates effective client and tenant outcomes in a constantly changing environment  • Excellent interpersonal skills  • Excellent organisational and time management skills and ability to prioritise  • Motivated towards excellence and development of personal performance  • Genuine interest in working for Mission Australia  • Sensitive and responsive to the cultural needs and strengths of each client  • Cooperative |
| **Experience and Qualifications** |
| • A Degree or Diploma in Social Welfare/Social Science and a minimum of 2 years’ experience in the field  • Experience with mental health conditions and AOD environments  • Experience in similar role working with complex needs and issues in a high demand setting  • Knowledge of Microsoft applications particularly Outlook, Word, Excel and PowerPoint  • Strong analytical, numeracy, written and verbal communication skills  • A valid NSW Driver’s Licence  • Current Senior First Aid Certificate |

1. **Approval**

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| Manager’s Name: |  |
| Approval Date: |  |