

HOMELESSNESS CASE MANAGER POSITION DESCRIPTION

PARISH PARTNERSHIPS

BALLARAT

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Homelessness Case Manager
Program	Parish Partnerships
Classification	SCHADS Award Level 4 (Social Worker Class 1) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Part Time
Hours per week	18 (3 days per week)
Duration	Fixed Term
Fixed term end date	12 months
Location	Ballarat
Reporting Relationship	This position reports directly to the Community Development Manager
Effective date	July 2018

Overview of program

In the Diocese of Ballarat, Anglicare Victoria and Parishes work closely together with a shared responsibility to care for those in need. This is achieved through-

- The implementation of community development projects involving Anglicare Victoria, the Diocese of Ballarat, Parishes, church centres and the community and the delivery of emergency relief and other services.
- Advocacy and promotion, and encouragement of a greater awareness of Anglicare Victoria work through church and local media, newsletters, and projects.

This role will support clients who are homeless or at risk of homelessness. This will involve exploring housing options, case planning, management and support; which may include referrals to appropriate funded agencies and services which include counselling, crisis resolution, personal care, life skills, AOD support, youth services, training, employment information and advocacy.

The position will also provide direct support, which may typically include assistance to meet the goals and outcomes identified by the client and outlined within a case management plan. This may include some work within a number of external service providers including NDIS or any additional services to address the client's needs.

Position Objectives

1.	Provide case management support that meets the clients' needs and requirements based on personal care, life skills, crisis resolution, alcohol and other drugs intervention, employment and other services as required.
2.	Equip clients with a pathway to achieve gaining an education and training for future aspirations and goals.
3.	Connect and advocate for clients regarding housing options, the private rental market, funding agencies to assist in transitional housing management.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Work with people experiencing homelessness, or at risk of becoming homeless.
2.	Ensure work is planned, managed and reviewed using a strengths based approach.
3.	Work collaboratively with the client to develop case plans, goals, reviews, referrals and closure while meeting the client's passions and aspirations.
4.	Provide program reports and data to internal and external stakeholders as required and requested.
5.	Proactively engage with other service providers, building and maintaining the relationship with them to improve access for our clients.
6.	Ensure quality management of client folders in line with service standards.
7.	Actively participate in other activities as requested within the Parish Partnership program.

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

 <p>Role Specific</p>	1. A degree or diploma in Social Work, Welfare or equivalent studies with case management experience.
	2. Demonstrated understanding of the issues related to homelessness and factors that can impact on clients and their families.
	3. Well-developed communication skills, including but not limited to report writing, case notes and capacity to provide intake, assessment and case support.
	4. Demonstrated ability and resilience to work with a broad range of stakeholders and a range of settings.
	5. Demonstrated ability to work in a small and agile team.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the two capability groups; **Personal Qualities and Relationship and Outcomes** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____