

POSITION DESCRIPTION

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| Position Title | Case Manager | Department | Community Programs – Services Unit |
| Location | Townsville, Toowoomba | Direct/Indirect Reports | Nil |
| Reports to | Team Leader | Date Revised | updated July 2019 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 4 | | |

■ 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

Australian Red Cross is now actively progressing its Strategy 2020 agenda to clearly focus our efforts to make a real and lasting difference to the lives of people in Australia and overseas. 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 – HomeStay** 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 Red Cross HomeStay Service supports people at risk of homelessness to prevent them from losing access to secure accommodation and becoming homeless. This position is responsible for working with 'at risk' individuals and families through a flexible case management approach to meet mutually agreed goals and sustainable outcomes. The program is aimed at providing mobile support services to families or individuals either in their own home – includes private, rentals, social housing, boarding houses or in share houses; in temporary living situations – includes any temporary accommodation setting, for example, motels or living with family or friends; or in a community setting – includes places where services meet with people they support, for example, local library, coffee shop, recreation centre, and neighbourhood centre.

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

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 management through the provision of direct services to the client. These services include but are not limited to:

Case Management Support

- 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.
- 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
- 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
- Contribute to the required program output hours, which requires the role to undertake a proportion of hours of case work per month
- 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
- Contribute to Red Cross Strategy 2020 – Goal 2 by responding to disasters and other significant emergencies and/or supporting business continuity, in times of activation.

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 line 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 case management strategies and principles with proven experience in delivering case management 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 clients at risk of homelessness 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

- Degree or associate diploma qualifications in human services field combined with/or substantial skills, expertise and experience attained through employment, voluntary service and/or study
- Current and valid Australian 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 Ethical Framework 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 5 years thereafter. Police check renewals may be required earlier than 5 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