

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Case Manager	Department	North Queensland
Location	Townsville	Direct/Indirect Reports	Nil
Reports to	Team Leader	Date Revised	28/02/2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

■ 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. Consequently, Queensland is realigning its operations to the revised goals and outcomes, which present a much sharper focus of what we are going to do over the next five years. 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** will contribute to enabling place-based operational goals and work plans for the Red Cross Homelessness Services Hub which supports people at risk of or experiencing homelessness through providing client-centred and accessible services and coordinated responses across the community services sector. The Homelessness Services Hub operates between Monday to Friday from 8:30am to 5:00pm, excluding public holidays. Hours may be subject to change in response to client need.

This Case Manager is responsible for working with 'at risk' individuals and families by adopting a case management approach that is planned, integrated, and delivered in a coordinated way. The position will use innovative and evidence-based practices to assist people to access the homeless service system and support their transition out of homelessness or assist in preventing them from becoming homeless. The role will link across the housing and homelessness sectors, collaborating with a wide variety of organisations and services in order to meet the individual needs of people experiencing homelessness or at risk of homelessness.

The role will use a 'housing first' approach and operate from a strengths based and humanitarian framework. The position will ensure accountability to clients, stakeholders and the organisation by ensuring that information management including how information is maintained, stored, shared and disposed of is in line with organisational standards and legislative requirements.

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

▪ Humanitarian Placed Based and General Activities

- 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
- Undertake regular analysis of patterns of access for service user and ensure that this is provided to senior management to inform service planning
- 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 4: Improve the wellbeing of those experiencing extreme vulnerability.
- 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.

■ 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.

■ Position Selection Criteria

Technical Competencies

- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Basic proficiency in MS Office or similar software and experience using databases

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role

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.
- **Organisational effectiveness | Focussing 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