

# Position Description

<b>Title</b>	121 Case Manager
<b>Business unit</b>	Homelessness Intake & Prevention, Eastern Melbourne
<b>Location</b>	121 Loughnan Road, Ringwood, VIC 3134
<b>Employment type</b>	Part time   Ongoing
<b>Reports to</b>	Team Leader – 121 Youth Refuge

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We are there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We are proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

The 121 Case Manager assists and empowers clients through a variety of support options, providing sufficient access to resources and support to ensure clients are enabled to progress towards meeting their goals.

### 2. Scope

**Budget:** nil

**People:** nil

### 3. Relationships

#### Internal

- All crisis & homelessness staff
- All Corporate support services staff

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#### External

- Clients
  - Families and advocates
  - Government funding bodies
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## 4. Key responsibility areas

### Service delivery

- Provide effective assessment, support and case management services to clients and achieve the desired outcomes
- Provide relevant and current information with an ability to facilitate access to appropriate services where required
- Provide support in exploring and accessing housing and community options as appropriate to the client group
- Provide a client focused approach which takes into account individual client needs
- Deliver case management services that meet all relevant performance and outcome indicators

### Communication

- Maintain comprehensive professional case files and client records including data collection according to program requirements.
- Articulate clear and persuasive messages about key issues when working with clients

### Stakeholder relationships

- Develop and maintain effective relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government officials

### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
  - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
  - Ensure appropriate use of resources.
  - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
  - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
  - Identify opportunities to integrate and work collaboratively across teams.
  - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
  - Promote a positive safety culture by contributing to health and safety consultation and communication.
  - Promptly respond to and report health and safety hazards, incidents and near misses to line management
  - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
  - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
  - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
    - Based on a relationship with a current member of Uniting's workforce
    - Based on my ongoing work with another organisation
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## 5. Person specification

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#### Qualifications

- Essential: Diploma qualification in Community Services or related discipline
- Desirable: Bachelor degree qualification within the relevant service discipline
- Essential: Current valid driver's licence
- Essential: Current First Aid and CPR certificates.

#### Experience

- Essential: Minimum of 1 years' experience in a case manager role

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Child Safety:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Team work:** willing to be proactive, help others, and contribute to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** undertake duties with skill, competence, ethics and courtesy
- **Culturally aware:** promote, value and practice diversity in the workplace and in the community
- **Client focused:** identify and meet the needs of clients
- **Communication:** well developed communication and interpersonal skills
- **Time management:** ability to manage workloads and prioritise tasks
- **Problem solving:** well developed problem solving skills

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## 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working with Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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