Position Description
for
Case Manager / Housing Worker
Outreach Homeless Support

<table>
<thead>
<tr>
<th>Agency:</th>
<th>Centacare Tasmania</th>
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<tr>
<td>Programme:</td>
<td>Centacare Tasmania Homelessness Support Program Type 2 level 2/3</td>
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<td>Location:</td>
<td>Launceston</td>
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<td>Reports To:</td>
<td>State Coordinator Type 2 Services</td>
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<td>Approved by:</td>
<td>Manager Housing Programmes</td>
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<td>Effective From:</td>
<td>May 2013</td>
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<tr>
<td>Classification:</td>
<td>Community Services Employee Level 5</td>
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<td>Award:</td>
<td>Social, Community, Home Care and Disability Services Industry Award 2010</td>
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GENERAL:
The Case Manager is responsible for ensuring that collaborative, high quality, client focused case-management services are provided to people who are homeless or in housing need. The role is responsible for providing support, information and practical assistance on a range of issues to people referred by Housing Connect (Type 1 Service) Assessment Workers. All services will be provided within an integrated and collaborative framework with relevant stakeholders and services in the community.

POSITION PURPOSE:
This role is to assist and empower individuals, couples and families through a variety of support options, providing sufficient access to resources and support to ensure that clients are enabled to progress towards meeting their goals. The focus is upon client centred approaches within identified assessment processes and developed case plans.

The position’s success is determined by the ability to support clients, who are homeless, to obtain and establish and maintain safe independent accommodation.

Case Managers are required to work collaboratively with Immediate Emergency Accommodation (Type 3) Services and provide ongoing flexible outreach support to assist clients make the move to long term independent living. The position is clearly focussed to support the client’s individual skills and strengths – and develop capability in areas that are causing concern to the client. Centacare Tasmania has a child inclusive approach and all Centacare programmes see children as clients within their own right with the right to safety and to be treated with dignity and respect.

Relevant aspects of support included may be:
- Supporting clients to maintain safety (particularly women and children escaping family violence)
- Supporting clients with planning
- Offering transport for accommodation seeking
- Assist in dealing with issues relating to housing or accommodation
- Support clients in their contact with the Housing Tasmania, Social and Community Housing options, real estate agents or landlords
- Support clients to obtain an income
- Support clients in dealing with issues and living independently
- Support clients with issues that may be impacting on their ability to maintain accommodation
- Community transitional housing or direct tenancies

1 | Page Position Description: Case Manager /Housing Worker Version date: May 2013
KEY ACCOUNTABILITIES:

A. Interpersonal and communication:

- Demonstrated ability to function with sensitivity and resilience in response to the needs of a variety of individuals and groups
- Professional interaction with all clients that is responsive to differing personalities, tactful, mature and adaptable
- Ability to project a calm approach and optimism regardless of the situation, including client crises and significant change events
- An openness and willingness to receive and adjust to feedback and comments from clients to ensure they have the strongest opportunities for self-direction
- Demonstrate highly developed reasoning abilities and sound judgement in response to client events
- Within the integrity and responsibilities of the programme, liaise broadly with community services, property owners and private enterprises to meet the needs of clients
- Work as an active member of the Housing Connect team
- Professionally participate in internal and external forums, committees and discussion groups relating to homelessness and its effects
- Demonstrate advanced written skills to contribute to the development of new information leaflets, promotional material and documentation to promote the service as requested
- Contribute to the state-wide team by participation in team meetings, case reviews, local staff meetings and statewide gatherings
- Have a demonstrated understanding of the sensitive communication requirements of working with women and children escaping family violence including women with CALD or Aboriginal backgrounds or with a Disability.

B. Professional:

- Demonstrate the appropriate application of detailed knowledge of the issues impacting disadvantaged individuals, couples and families, particularly those who are homeless
- Demonstrated understanding and appropriate development of strategies and options to assist resolve issues associated with the effects of poverty, domestic and family violence, mental and physical ill health, employment and education disadvantage, parenting issues related to child safety.
- Delivery of professional needs assessment, case planning and management, including case conferencing
- Assess requests from those seeking transitional support from a wholistic perspective to identify housing needs and other issues that may be causing distress or impinge upon the ability to sustain independent living
- Provision of support to clients throughout the transitional process to ensure the best solutions possible are achieved for the client needs
- Enable clients to advocate on their own behalf, provide opportunity for them to gain the necessary strengths and skills to do so or arrange relevant advocacy in response to client situations
- Be aware of and ensure negotiation, networking and liaison with other services for client benefit
- Manage a caseload of multiple clients with complex needs and organise client liaison in an outreach capacity
- Support clients to access professional therapeutic services in response to deep and long standing personal issues
- Maintain accurate records and statistics as required by the funding body, and in accordance with the Centacare Tasmania Privacy and Confidentiality Policies
- Ensure the appropriate referral to specialist advocacy services where required
- Where an opportunity exists, identify gaps in service provision and initiate suggestions or present positive solutions to the State wide Coordinator
- Demonstrated experience in the ability exercise judgement and/or contribute critical analysis and skills where procedures are not clearly defined
C. Compliance requirements and quality control:

- Demonstrated knowledge of and ability to interpret relevant legal requirements, including
  - The Residential Tenancy Act
  - Children Youth Persons and their Families Act
  - Anti-discrimination Act
  - Privacy Act and associated principles
  - Workplace Health and Safety Act and associated regulations and standards
  - Safe at Home
- Ongoing awareness and knowledge of relevant community based and government services and resources available to clients
- Ensure that all information provided in regard to housing options is current and accurate
- Actively seek and be willing to participate in regular supervision
- Use a critically reflective practice and evidence based practice and theoretical framework to support case management direction
- Maintain professional knowledge and propose access to relevant training to ensure high quality service provision
- Provide input and innovation to the continuous quality development and enhancement of the Centacare Tasmania Housing and Homelessness Support Programmes
- Monitor own work and client case load and initiate discussion about any concerns with the supervisor
- Ensure that arrangements for outreach work, including vehicle logs and property use are accurately completed

WORKPLACE HEALTH & SAFETY:
The Archdiocese of Hobart is committed to ensuring that our operations at all Agencies are conducted with proper regard for health and safety of all.

You are required to observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.

All employees of the Archdiocese of Hobart will conduct themselves responsibly with proper respect for established rules and procedures and they will consistently perform their jobs with proper regard for the health and safety of others.

We expect all employees to participate in and contribute to Workplace Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees and visitors.
Selection Criteria

Essential requirements

1. An understanding of, and commitment to, the operations of the Catholic Church and a commitment to the philosophy and core values of the Archdiocese of Hobart.

2. Essential background:
   i. Completion of either a Social Work Degree or other tertiary qualification deemed equivalent, and clearly demonstrated experience
   ii. Demonstrated background or training relevant to working with clients with complex needs, including violence, alcohol, drugs, CALD and/or mental illness
   iii. Current driver’s licence
   iv. Willingness to undertake employee screening, including a National Police Criminal History Check

3. Demonstrated knowledge of the issues affecting individuals and families who are homeless, including an understanding of the relevant legislation and statutory requirements impacting upon this client group and the service

4. Demonstrated awareness of the ability to understand and utilise a generic range of therapeutic models and styles of intervention, including crisis intervention

5. Demonstrated understanding of the complex needs of individuals who have experienced varied types of trauma, and an understanding of the long term effects of trauma upon adults, young people and children

6. Demonstrated understanding of the needs of women and children escaping from Domestic and Family violence, including current legislation and knowledge of local, state and interstate support options and services.

7. Demonstrated analytical, verbal and written communication skills including report writing, maintaining case files, participating in strategic planning, submission writing, programme development and statistical use

8. Demonstrated experience in exercising considerable initiative, discretion and professional judgement and accept personal responsibility within the full scope of the role

9. Ability and willingness to undertake the relevant employee screening processes, including the provision of a National Police Criminal History Check satisfactory to the Archdiocese of Hobart.

We thank you for exploring this role and look forward to receiving your application. Please address each of the selection points above in your application.