

Position Description

Position	Senior Housing Case Manager (Maternity Leave Position)
Program	Housing Services
Location	Hamlyn Heights
Date	January 2020

About Bethany

Bethany Community Support Inc. is a vibrant community service organisation based in Victoria that provides a broad range of prevention, intervention, support and educational services to children, young people, families and individuals.

Our Vision

To be a recognised leader in providing services that work in new ways to support children, families and individuals to be the best they can, develop secure relationships and participate in their community.

Our Values

- Courage We take action and stand up for what we believe
- Respect We value people and build on their strengths
- Integrity We are open, fair and just in everything we do
- Innovation We develop new ways of working to make a difference
- Collaboration We work together to improve outcomes

Bethany's Diversity Statement

At Bethany we celebrate diversity and innovation. We embrace creating a connected organisation which enables all service users, employees, students, contractors, and volunteers to feel safe from discrimination. We support an inclusive environment where people of all genders and ages, people living with a disability. First Nations people and people from LGBTI and CALD communities feel empowered to contribute their experiences and ideas; knowing that these will be valued.

Bethany's statement of commitment to child safety

Bethany Community Support is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children including Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Position Objectives

Position Description

This position is responsible for providing a specialist response to individuals and with a history of homelessness or may be at risk of becoming homeless. The role provides support to the program to assist with the operation and delivery of a high quality service. This role has a dual function of direct service delivery and leadership responsibilities in accordance with the relevant industrial instruments and regulations and agency policies and procedures ensuring alignment with Bethany's Strategic and Operation plans.

Position Role

This Senior Housing Case Manager position will support the day to day operation of both the A Place to Call Home (APTCH) program and the Supporting Families at Risk of Homelessness (sFAR) program. The role will work alongside the Housing Services Team Leader to ensure staff are supported in their role and have opportunities for both formal and informal reflective practice. This position plays an important role in the delivery of Bethany's homelessness programs that promote planning, coordination and sustainable assistance to those that are homeless or at risk of homelessness.

The other important element to this role is direct service delivery, where the position will manage a reduced case load of service users experiencing a broad range of vulnerabilities which may impact on their housing and personal stability.

Bethany Housing Services

The Housing Services team works closely together to provide a continuum of services for people who are experiencing homelessness or may be at risk of becoming homeless through the: Homeless Support Program (HSP), Tenancy Plus (TP), Intensive Case Management (ICM), Support for Families at Risk of Homelessness (sFAR), A Place to Call Home (APTCH), Housing Direct (HD) and Private Rental Assistance Program (PRAP).

Homelessness Support Program

The Homelessness Support Program (HSP) is a jointly funded program of the Commonwealth and State Governments. The HSP team provides case management and access to supported accommodation for single women (or couples) with dependent children who are homeless or at risk of homelessness. The program also supports the local Opening Doors model (the centralised intake for people experiencing homelessness in the Barwon Region) through the provision of Interim Response.

Intensive Case Management

The Intensive Case Management (ICM) program offers individual support for people with multiple and complex support needs who are experiencing chronic homelessness. ICM extends beyond crisis-driven or short-term interventions. It coordinates and addresses housing, and assists service users to maintain their accommodation, wellbeing, social connections and other issues that may impact on their long-term wellbeing. The program provides sustained, intensive levels of support and active referrals to appropriate specialist services to service users who need help in maintaining housing, and reduce the incidence of re-presenting to homelessness services.

A Place to Call Home

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A Place to Call Home (APTCH) is funded through the Department of Human Services as part of the Australian Government's Nation Building Plan. Service users in need of housing assistance are provided with access to 11 dispersed APTCH properties coupled with support for 12 - 14 months. Families living in these properties will then transfer to long-term Public Housing after twelve months.

Tenancy Plus

The Tenancy Plus (TP) program is funded through the Department of Health and Human Services, Office of Housing (OOH). The aim of the program is to provide early intervention to support social housing tenants to sustain their tenancy and reduce the risk of homelessness. Some tenants may require support to sustain their housing tenancy and live independently. The ability to engage tenants in their community and link tenants to support when required, underpins successful tenancies.

Supporting Families at Risk of Homelessness

The Supporting Families at Risk of Homelessness (sFAR) program provides a case management approach to service delivery that is family oriented, client-focused and aimed at empowering and working with families and children with multiple of complex needs who are exiting the homelessness service system and require additional support to establish and maintain safe and secure accommodation.

Housing Direct

The Housing Direct (HD) program provides long-term case management support to families who have experienced rent family violence and are residing in community housing properties managed by Haven Home Safe. Support is aimed at establishing and maintaining safe and successful tenancies.

Private Rental Assistance Program

The Private Rental Assistance Program (PRAP) provides people at risk of or experiencing homelessness with financial and practical assistance to rapidly re-house people capable of sustaining private rental, support at risk households to sustain private rental and assist people who live in crisis, transitional or social housing to become independent in the private rental market.

Key Responsibilities

Service Delivery

- Lead strong service response for the provision of housing support to identified families including women and children experiencing family violence, indigenous families and families in housing crisis:
- Provide case management to families in the APTCH and HD programs who have been allocated supported accommodation for which Bethany has support rights.
- Liaise with DHHS to ensure the efficient transfer of property management responsibilities for APTCH properties and organising replacement stock.
- Support the local Opening Doors model and any associated agreements by providing Interim Response at the SalvoConnect Entry Point one day a week.

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- Contribute to the ongoing development and review of the case management model within the Housing Services.
- Provide secondary consultation, where required, to colleagues and other professionals.
- Conduct family violence risk assessments in line with the MARAM framework and Information Sharing Schemes to determine the current and ongoing risks to women and children who are victim survivors.
- Provide support and advocacy for tenants at the Victorian Civil and Administrative Tribunal (VCAT) where required.
- Advocate and assist service users who want to lodge social housing applications or apply for priority transfers.

Stakeholder Engagement

- Build and maintain positive relations with key stakeholders to facilitate a partnership and practice approach.
- To work collaboratively within an integrated Housing Services team and participate in service delivery in the range of programs as required.
- Actively participate in team meetings and staff forums.
- Make recommendations to effectively resolve problems or issues, by using judgment that is consistent with Bethany Values, standards, practices, policies, procedures, regulation, industrial instruments or legislation.

Operational Program Support

- To maintain accurate and appropriate service user records in line with accreditation standards.
- Maintain complete and accurate data internally and externally and to follow agency policies, procedures and program practice guidelines.
- Actively participate in regular formal supervision with Housing Services Team Leader.
- Support and participate in Bethany's continuous quality improvement process.
- Other reasonable duties as required.

Key Selection Criteria

Essential

1. A tertiary qualification in Social Work, Psychology, or other related Behavioural Sciences at degree or a diploma level.
2. Minimum of three (3) years' experience in the area of housing and/or homelessness sector.
3. Current full Victorian Driver's Licence
4. A satisfactory criminal records check and Working With Children Check
5. Knowledge of relevant legislation and ensures compliance in work practices.
6. Proficient in the use of MS Office, databases and knowledge of a range of IT programs.

Desirable

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7. Extensive experience in providing case management to supporting highly vulnerable and complex individuals and families.
8. High level of understanding of the principles of case management and utilising a variety of practice approaches.
9. Advanced risk assessment skills as they relate to individuals and families experiencing homelessness and family violence.
10. Well developed skills in engaging with wide range of stakeholders.
11. Demonstrated ability to work cooperatively and effectively within and across teams, programs and other services to enhance service user outcomes and demonstrated capability to network with professionals at inter and intra organisational levels.
12. Ability to demonstrate culturally competent practice inclusive of the needs of aboriginal and CALD communities.
13. Excellent communicator with strong interpersonal, advance written and oral communication.
14. A demonstrated level of self-awareness relating to own practice and relationships with others demonstrating a robustness and resilience level of maturity that supports independence, innovation and flexible practice to implement successful solutions.
15. Contributes to the development of processes and systems to improve quality of service.

Capabilities and Personal Attributes

- Demonstrates commitment to social justice and social inclusion and advocates for service users to achieve positive change.
- Maintains a positive approach to change and adapts to new or different ways of working.
- Demonstrates appropriate interpersonal skills, actively participates in all aspects of the role, supports colleagues and values diversity in the team.
- Models and promotes organisational values including self-awareness, self-management and social awareness in communications, problem solving and conflict resolution and promotes Code of Conduct.
- Is aware of relevant legislation and ensures compliance in work practices.
- Openly shares information, participates and contributes to the team to improve service user outcomes.
- Shows initiative and looks for ways to work more dynamically.
- Contributes to the development of processes and systems to improve quality of service.
- Utilises formal and informal networks to achieve service user outcomes.
- Works with colleagues to enact team operational plan and understands own role in achieving organisational mission.
- Advocates and champions to achieve positive change.
- Leads a culture of respectful relationships and behaviour across the organisation.
- Is truthful and ethical and leads and reinforces expected standards of behaviour at all times.
- Generates ideas and solutions and takes advantage of new and emerging opportunities.

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- Creates and sustains dynamic and productive relationships to maximise outcomes.

Organisational Relationships

Supervisor	Team Leader – Housing
External Liaisons	The Salvation Army Housing Victoria, SalvoConnect Barwon, DHHS Housing, DHHS Child Protection, Specialist Women's, Children and Men's Family Violence Services, Victoria Police, Corrections Victoria, Wathaurong, and other Community Service Organisations.
Stakeholders	All Staff, SalvoConnect Barwon, Haven Home Safe
Direct Reports	Nil

Conditions and Remuneration

Salary	<p>This position is classified as an award payment on the Social Community Home Care and Disability Services Award 2010 Level 6, Pay Point 1-3 with a salary range of \$86,588 to \$90,474 (pro-rata if part time).</p> <p>In addition, the package also includes salary sacrifice as per government legislation.</p>
Ordinary Hours	Ordinary hours of work will be worked between agency hours of 8am to 7pm.
Conditions	Other conditions of employment as per the Bethany Enterprise Agreement.
Travel	Travel will be required to other Bethany offices and across the Barwon South West region and other locations.
Physical Requirements	<ul style="list-style-type: none"> Sit at a computer or in meetings for extended periods - Daily Work in an open plan office - Daily After hours – As negotiated Driving – Daily/Regular Outreach home visits – Daily/Regular
Right to work in Australia	You must either be an Australian citizen; or have permanent residence status; or an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

Employee Declaration

Position Description

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document. Additionally I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:

Signature:

Date: