

## Position description

### Intensive Case Manager Homelessness

<b>Position title</b>	Intensive Case Manager Homelessness		
<b>Position holder</b>	Vacant		
<b>Program</b>	Healthy Relationships		
<b>Funded by</b>	Department of Health and Human Services		
<b>Based at location</b>	Stawell		
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• Healthy Relationships Program Leader</li> <li>• Manager Healthy Lifestyles</li> <li>• General Manager People and Community Support</li> <li>• Chief Executive Officer</li> </ul>		
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• Healthy Relationships Program Leader</li> </ul>		
<b>Award</b>	Community Health Centre (Stand Alone Services) Social And Community Service Employees Multi Enterprise Agreement 2017		
<b>Classification</b>	Social Worker Level 3 Class 1 PP1 Y1 to Level 4 Class 1 PP 5 Y7 Welfare Worker Level 2 Class 2 PP1 Y1 to Level 4 Class 2 PP 5 Y4		
<b>Hourly rate</b>	SW \$31.75 to \$40.68 WW \$28.40 to \$40.05	<b>Annual</b>	\$62,738 to \$80,383 \$56,118 to \$79,139
<b>Status</b>	Full time		
<b>Hours per week</b>	38 hours		
<b>PD last updated</b>	July 2020		

#### Position summary

Covering the Central Grampians and Wimmera area (Stawell and St Arnaud), the objective of the Intensive Case Manager Homelessness is to achieve through the provision of intensive case management (ICM) support and related assistance, the maximum possible degree of self-reliance, empowerment and independence for people who are homeless or at risk of homelessness.

Intensive Case Management is often differentiated from standard case management by smaller caseloads and a higher frequency of client contacts. The responsibility for leading and coordinating the involvement of multiple services with clients who have high and complex needs is also a critical aspect of the ICM role. ICM processes must ensure that multiple services are delivered in a coordinated manner and that clients can access such services in accordance with their needs.

Services provided by the Intensive Case Manager Homelessness may include therapeutic support, crisis resolution, personal care, life skills training, information and advocacy and/or assistance with accessing appropriate long-term housing, training and employment opportunities. The position will provide information and/or referrals to other service providers as relevant and appropriate.

Homelessness is the state in which a person does not have access to safe and secure shelter. Safe and secure shelter is shelter of a standard that does not damage a person's health, threaten their personal safety or marginalise them through failing to provide access to adequate personal amenities or the economic and social supports that a home normally provides.

#### Key responsibilities

1. Effectively assist people who are homeless to achieve self-reliance and independence.
2. Provide information and/or referrals to other service providers as relevant and appropriate.
3. Assist people to overcome current or impending homelessness through the provision of service, based on intensive case management principles.
4. Assist people to develop knowledge of tenancy issues, their rights and obligations and to promote the development of necessary skills to successfully obtain secure housing and independent living skills.

5. Ensure access and advocacy for service users to relevant services such as cultural support, family violence related services, housing, income security, legal assistance, financial management, parenting support, children's support services and health issues and providing some of these services where necessary.
  6. Ensure clients participate in their own case planning.
  7. Liaise and consult with other SHS services, government departments and the community sector to continue the development of the SHS service and other initiatives to meet the needs of homeless people.
  8. Travel throughout the sub region attending appropriate meetings and developing strong links and protocols with relevant agencies to ensure accessibility to service users - this includes attendance of the Wimmera and Grampians Accommodation Network (WaGAN).
  9. Assist with the ongoing development of a relevant service delivery model for people experiencing homelessness to ensure that the service is responsive.
  10. Develop case plans relevant to the specific needs of the individual, maintain accurate case files and collect data according to the GCH and DHHS standards.
  11. Continue to develop skills and knowledge by actively participating in professional development activities and/or ongoing training both within and away from GCH.
  12. Ensure the up to date and accurate collection, recording and reporting of statistical and service data as required by the Department of Health and Human Services and GCH.
  13. Under the direction of GCH take responsibility as part of a team of the Healthy Lifestyles Program and ensure adherence to DHHS Standards and key performance indicators (83 support period for Wimmera & 60 support periods for Central Grampians – Ararat).
  14. Work with the GCH Healthy Lifestyles program to improve the quality and effectiveness of the program.
  15. Provide supervision and support to students as required.
  16. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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### Key selection criteria

#### Qualifications

- Tertiary qualifications in a relevant or related community services discipline.

#### Mandatory

- Case management skills and experience (support which may include risk assessment, crisis response, personal care, life skills training, information and advocacy and/or assistance with accessing appropriate long-term housing and training and employment opportunities).

#### Desirable

- Experience in working with people who are homeless, or at risk of homelessness.

#### Demonstrated skills, experience and/or understanding of:

- Understanding of the needs of and a demonstrated capacity to work with people who are homeless at risk of homelessness and/or in crisis.
- Relevant experience in housing and tenancy issues.
- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines, with the ability to prioritise multiple tasks.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace cultural and practices.

### **Licences and registrations**

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Working with Children Check
- Disability Worker Exclusion check

### **Personal attributes**

- Ethical and inclusive
  - Self-disciplined
  - Collaborative and supportive
  - Flexible and resilient
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### **Conditions of employment**

This position is full time ongoing and is subject to:

- Successful completion of a six month probationary period

And requires the following checks:

- Satisfactory police check
- Working With Children Check
- Clear Disability Worker Exclusion Scheme check

**Note:** Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

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### Chief Executive Officer approval:

CEO signature

Greg Little

Date

### General Manager approval:

General Manager signature

Kathy Day

Position

General Manager People and Community Support

Date

### Manager review:

I have reviewed and approve this position description

Manager

Caleb Lourensz

Position

Manager Healthy Lifestyles

Date

### Employee acceptance of position:

Employee signature

Vacant

Date