

## POSITION DESCRIPTION

### Case Manager - Supportive Housing Worker

<b>Program:</b>	Sacred Heart Mission Engagement Hubs and Individual Planned Support
<b>Reports to:</b>	Program Coordinator, GreenLight Plus Program
<b>Supervise:</b>	<i>Nil</i>
<b>Date of Last Review:</b>	October 2020
<b>Classification:</b>	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent agreements
<b>Victorian Portable Long Service Benefits Scheme:</b>	This role has been deemed eligible to participate in Scheme

#### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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## **VISION**

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## **MISSION**

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### **We do this by:**

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## **PROGRAM INFORMATION**

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

### **Engagement Hubs**

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, laundry facilities and primary health support through our GP Clinic.

The Hubs also facilitate access to ongoing support through the provision of information and advocacy and our case management services which include referral to specialist services (mental health and AoD) as required. For clients with a limited social support network, Engagement Hubs provide social participation and pathways out of social exclusion. The Hubs are a place to build social connections

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and to link with professional service providers (such as lawyers, nurses and vets) or to range of health and wellbeing practitioners through our Wellness Place Clinic.

### **Individualised Planned Support**

Individualised Planned Support is an outcome focused, time limited service response tailored to a client's situation. In many cases, this will involve resolving a crisis situation such as addressing immediate homelessness and improving safety and wellbeing.

Individualised Planned Support is provided through our Case Management services at Sacred Heart Central, the Women's House, Homefront (Crisis Accommodation Service) and through the Wellbeing and Activities Program. Intensive Case Management is provided through the Women, Housing and Complex Needs Program, the Greenlight Plus Program and the Journey to Social Inclusion Project.

### **GreenLight Plus**

Sacred Heart Mission and Salvation Army (TSA) will deliver the exciting and innovative new multidisciplinary GreenLight Plus program.

GreenLight Plus program teams in SHM and TSA will work with people making the transition from chronic homelessness and rough sleeping currently accommodated in hotel emergency accommodation due to Covid 19. People will be supported into longer term housing, while addressing their unique experience of homelessness and the individual health and wellbeing factors to maintain their housing. The key outcome is stable housing for people and no return to homelessness.

The GreenLight Plus Program will be delivered in alignment with SHM's exciting and innovative new Continuum of Care (CoC) project. The Vision for the CoC is to ensure that all clients receive the support and housing they need, to keep people out of the cycle of chronic homelessness.

The CoC project works with people experiencing or at risk of homelessness to secure and maintain stable housing and address their unique experience of homelessness. The CoC is designed to ensure we meet the needs of all clients by providing tailored, flexible support packages that are most appropriate for clients' circumstances, with support drawn from across all SHM services. Through the CoC, we will assess clients' needs to stream them into the right support response and housing solution in a cohesive and flexible manner.

### **PURPOSE OF THE POSITION**

This role provides assertive engagement, assessment, brief intervention, flexible case management and service coordination for people who are experiencing or at risk of homelessness. The role will work to ensure that the service provided is person centred, effective in achieving client goals, program

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outcomes, and are of the highest quality in accordance with SHM's values and legislative and funding requirements.

## KEY RESPONSIBILITIES

Accountability	Major Activities
<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>▪ Utilise persistent and assertive engagement techniques to establish and maintain a robust professional relationship with clients</li> <li>▪ Conduct intake and assessment to prioritise the most vulnerable clients for housing and support opportunities</li> <li>▪ Manage a case load in an outreach capacity and adopt an assertive engagement approach; providing brief intervention, flexible support, case management, service coordination, referral and advocacy to successfully achieve client goals.</li> <li>▪ Coordinate case conferences, planning and exit planning in conjunction with referring agencies.</li> <li>▪ Work in partnership with other GreenLight Plus Program staff Clinicians and Peer Settlement Support Workers.</li> <li>▪ Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework.</li> <li>▪ Monitor, progress, and achieve program targets and outcomes.</li> <li>▪ Utilise SHM's measurement and evaluation framework to capture outcomes of the GreenLight Plus program.</li> <li>▪ Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures.</li> <li>▪ Contribute to a workplace environment, which supports peers, develops teamwork and ensures the provision of quality services for Mission clients.</li> </ul>
<p><b>Organisational Participation</b></p>	<ul style="list-style-type: none"> <li>▪ Attend and participate in team meetings, service planning days and SHM all staff meetings.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of GreenLight Plus.</li> <li>▪ Contribute to the implementation of the Mission's Strategic Plan.</li> <li>▪ Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment.</li> <li>▪ Contribute to collaborative practice across Client Services Division.</li> <li>▪ Ensure links are maintained with other Mission services and partnership agencies contributing to GreenLight</li> <li>▪ Support GreenLight Plus research and evaluation activities.</li> </ul>
<b>Sector Participation</b>	<ul style="list-style-type: none"> <li>▪ Develop and foster positive relationships with local services and agencies.</li> <li>▪ Attend relevant network meetings as agreed with Manager.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Participate in regular supervision, yearly professional development and review meetings and regularly monitor individual training and development plan with line manager.</li> <li>▪ Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>▪ Foster and maintain positive relationships with: <ul style="list-style-type: none"> <li>▪ SHM staff</li> <li>▪ GreenLight Plus Program Team, including teams based with SHM and SA</li> <li>▪ GreenLight Plus Service Partners</li> </ul> </li> </ul>
<b>OH&amp;S</b>	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).

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<b>CQI (Continuous Quality Improvement)</b>	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
<b>TIC (Trauma Informed Care)</b>	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.
<b>Case Management Framework (CMF)</b>	All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and peruse positive goals that stabilise their circumstances.

## MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia
- A current First Aid Certificate

## QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Psychology, Occupational Therapy or equivalent. Candidates with Diploma qualifications and outstanding relevant experience may be considered

## KEY SELECTION CRITERIA

### Essential:

- Demonstrated experience in case management and service coordination
- Experience in assisting clients to navigate different service systems to meet their needs
- Proven ability to effectively manage challenging client behaviours and respond to crisis situations

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- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with clients with complex needs
- Good interpersonal skills including both verbal and written communication
- Demonstrated ability to achieve program targets and outcomes
- Ability to manage time, resolve routine problems and meet deadlines with minimal supervision and direction
- Strong alignment with the values of Sacred Heart Mission.

**Desirable:**

- Sustaining tenancies knowledge and experience
- Experience working in an outreach capacity using assertive engagement practice
- Specialist experience in a mental health and/or drug and alcohol setting.
- Knowledge of trauma informed practice

**APPROVED BY MANAGER** .....

**ACCEPTED BY STAFF MEMBER** .....

**DATE** .....

***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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