

POSITION DESCRIPTION INTENSIVE CASE MANAGER

OVERVIEW

Program:	Journey to Social Inclusion (J2SI)
Reports to:	Program Coordinator Team Leader
Supervise:	Nil
Date of Last Review:	June 2021
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	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

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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.

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

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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 and to link with professional service providers (such as lawyers, nurses and vets) or to range of health and wellbeing practitioners through our Hands-on Health 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, St. Kilda Community Outreach Team, the Greenlight Supportive Housing Program, the Greenlight Plus Homelessness to a Home program, and the Journey to Social Inclusion Project.

Journey to Social Inclusion

J2SI is an innovative and evidenced based case management service for people experiencing long-term homelessness in Melbourne, Victoria. It differs from traditional homelessness services as it provides the time needed for people to not only access their permanent home, but also have an improved quality of life and increased community connection. Staff have the ability to work intensively with small caseloads and use a combined key worker and team approach to deliver intensive individualised support for up to 3 years to each client.

The J2SI service model delivers 5 key service elements:

- Intensive case management and service coordination
- Rapid housing access and sustaining tenancies
- Trauma informed practice
- Skills for inclusion
- Fostering independence

J2SI will also be evaluated to demonstrate the efficacy of the model and share learnings via independent research and evaluation. J2SI has now been funded for five years through the Victorian State Government's first homelessness social impact bond, providing an exciting opportunity to also

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test out a new and different funding model to address the issue of chronic homelessness. There are three program teams and client intakes over the five years.

PURPOSE OF THE POSITION

This role provides long term case management and service coordination with low individual caseloads who have experienced chronic homelessness through the J2SI program. The role will work to ensure that the service provided is supportive, effective in achieving client goals, program outcomes, and are of the highest quality in accordance with SHM's values and legislative and funding requirements.

KEY RESPONSIBILITIES

Accountability	Major Activities
Service Delivery	<ul style="list-style-type: none"> ▪ Utilise persistent and assertive engagement techniques to establish and maintain a robust professional relationship with J2SI participants for the duration of the contract. ▪ Manage a case load in an outreach capacity; providing intensive support, service coordination, referral and advocacy to successfully achieve client goals. ▪ Coordinate case conferences, planning and exit planning in conjunction with referring agencies. ▪ Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework. ▪ Monitor, progress, and achieve program targets and outcomes. ▪ Utilise SHM's measurement and evaluation framework to capture outcomes of J2SI program. ▪ Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures. ▪ Contribute to a work place environment, which supports peers, develops teamwork and ensures the provision of quality services for Mission clients.
Organisational Participation	<ul style="list-style-type: none"> ▪ Attend and participate in team meetings, service planning days and SHM all staff meetings.

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	<ul style="list-style-type: none"> ▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of J2SI. ▪ Contribute to the implementation of the Mission's Strategic Plan. ▪ Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment. ▪ Contribute to collaborative practice across Client Services Division. ▪ Ensure links are maintained with other Mission services and partnership agencies contributing to J2SI ▪ Support J2SI research and evaluation activities.
Sector Participation	<ul style="list-style-type: none"> ▪ Develop and foster positive relationships with local services and agencies. ▪ Attend relevant network meetings as agreed with Manager.
Professional Development	<ul style="list-style-type: none"> ▪ Participate in regular supervision, yearly professional development and review meetings and regularly monitor individual training and development plan with line manager. ▪ Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective.
Relationship Management	<p>Foster and maintain positive relationships with:</p> <ul style="list-style-type: none"> ▪ SHM staff ▪ J2SI Team ▪ J2SI Service Partners ▪ J2SI Steering Group and sub groups ▪ J2SI Evaluation Team
OH&S	<p>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</p>
RISK	<p>All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).</p>

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CQI (Continuous Quality Improvement)	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.
TIC (Trauma Informed Care)	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.
Case Management Framework (CMF)	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 pursue positive goals that stabilise their circumstances.

MANDATORY REQUIREMENTS

- Eligibility to work in Australia
- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid

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 (anticipated that likely 2 years recent experience)
- Experience in assisting clients to navigate different service systems to meet their needs

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- Proven ability to effectively manage challenging behaviours and respond to crisis situations
- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with clients with complex needs
- Knowledge of recovery principles and the ability to apply them in broader casework practice
- 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:

- Experience working in an outreach capacity
- 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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