



Position Title:	Case Manager (Southern)
Program:	Tenancy Plus
Location:	St Kilda
Reports to:	Southern Tenancy Plus Coordinator
Classification	Band 4

Organisation Overview

Two leading and very successful organisations in the homelessness and related sectors, HomeGround and Hanover, have merged to form a new agency, Launch Housing, with an ambitious agenda to achieve our vision of ending homelessness. Launch Housing is a strong, single, focused voice on homelessness driven by the values of Empowerment, Fresh Thinking, Agility, Leadership and Courage.

We are a secular, independent provider of choice for clients and the 'go to' organisation on homelessness for government, media, philanthropy, private donors and the community. Clients are at the center of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

The new agency increases access for people who are homeless or at risk of homelessness, bringing increased scale to organisational sustainability and sector leadership and advocacy. Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop sustainable solutions to homelessness.

Position Context and Overview

Launch Housing is funded to deliver the Department of Human Service's Tenancy Plus – Tenancy support program (formerly Social Housing and Advocacy Support Program (SHASP) in the inner/middle catchments of the Southern DHHS region and the north catchment of the DHHS North & West Region.

Tenancy Plus provides case management support to public housing tenants and residents and some community housing tenants to achieve positive client outcomes and prevent homelessness. Tenancy Plus operates with a strong focus on sustaining tenancies in consideration of a vulnerable and disadvantaged client group and works to address needs and risk factors that make tenancies vulnerable.

The role of Tenancy Plus is to ensure that clients maintain safe, appropriate and sustainable accommodation by providing support to achieve goals and address issues that are impacting negatively on a tenancy. Case Managers work within an outreach based support model of service delivery and provide a case management model approach that includes assessment, case planning, case co-ordination and liaison.

Position Priorities and Performance Measurement

A detailed work plan will be developed annually in line with Launch Housings strategic and business planning cycle. It is expected that you deliver against your work plan and ensure key performance indicators (KPIs) and agreed development goals are achieved.

Key Responsibilities

Service/Program Delivery

Effective delivery of outcome focused client services

- Provide case management and support to social housing tenants and residents who are vulnerable to housing breakdown, including new tenants, or those at risk of homelessness
- Engage with clients to determine eligibility for the organisation's services and/or refer clients to other more relevant services if required.
- Provide specialist tenancy support and advocacy to sustain tenancies, in relation to; VCAT hearings, rent arrears, hoarding, antisocial behavior and other relevant tenancy matters
- Develop case plans in conjunction with clients with multiple and complex needs, and implement strategies that enable clients to achieve their goals by building on their strengths and focusing on solutions.
- Initiate and maintain contact with vulnerable clients using flexible engagement strategies to achieve case plan goals
- Advocate on behalf of clients with other agencies to ensure access and delivery of services.

Service/Program Quality, Improvement and Innovation

Maintain a focus on quality, continuous improvement and innovation

- Ensure all processing and reporting requirements are performed to a consistently high standard
- Learn from experiences and share knowledge and experience with others
- Actively participate in organisation structures and meetings, including team meetings with a client focused, continuous improvement mindset
- Participate in overall development of the service and in the development of policies and procedures to underpin the provision of effective and efficient service delivery

People, Culture and Capability

Contribute to creating a positive, empowering and collaborative team and organisational culture

- Contribute to a positive culture within your team and the organisation as a whole that reflects Launch Housing's mission, vision and values.
- Ensure you communicate effectively and proactively in your team
- Actively participate in supervision, coaching and professional development
- Actively participate in all required staff performance management and capability development processes, including individual work plan and individual development plans

Collaboration and Relationships

Develop existing and new relationships and/or partnerships that benefit Launch Housing's credibility and client outcomes:

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- Maintain key, relevant relationships and proactively build Launch Housing's brand and enhance client outcomes
- Leverage partnerships (where appropriate) to expand and improve services and client outcomes
- Embed effective collaboration and communication with internal and external stakeholders

Wellbeing, Risk and Compliance

Take responsibility for the safety and wellbeing of self, colleagues, students, volunteers, clients, visitors and contractors

- Comply with all applicable legislation, policies, procedures and guidelines relating to governance, human resources, occupational health and safety, privacy and ethical standards
- Comply with agency reporting requirements, organisational policies and procedures
- Work within Launch Housing's ethical, privacy and duty of care frameworks

Key Selection Criteria

- Demonstrated capability in verbal and written communication
- Excellent interpersonal skills
- Demonstrated capacity to maintain a high level of confidentiality
- Demonstrated capacity to complete tasks and effective time management
- Ability to work collaboratively with other organisations to achieve client outcome
- Ability to work under specific direction as well as unsupervised
- Right to work in Australia
- A valid Victorian driver's license
- Working knowledge of the Residential Tenancies Act, VCAT, Office of Housing policies and procedures
- Tertiary qualification in Social Work, Psychology or a related discipline
- Experience in the social welfare sector, working with clients with complex needs and/or social policy/client support frameworks

Employment at Launch Housing is subject to completion of Police Checks and a Working with Children's Check.

Declaration Statement

I have read, understand and accept the content and the broad requirements of the role outlined in this Position Description.

Signed:

Date: / /

Full Name: