

## POSITION DESCRIPTION SENIOR CASE MANAGER

### OVERVIEW

<b>Program:</b>	Rooming House Plus Program (RHPP)
<b>Reports to:</b>	RHPP Manager
<b>Supervise:</b>	Support Workers
<b>Date of Last Review:</b>	January 2022
<b>Classification:</b>	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2018 or successor Agreements
<b>Victorian Portable Long Service Benefits Scheme</b>	This role is 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 of 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 is made up of three Divisions' – Client Services, People and Strategy and Business Services. The Client Services Division specifically target people who are homeless, at risk of homelessness and /or socially disadvantaged.

RHPP provides long-term accommodation to 67 residents with a history of homelessness and complex needs. Located in a six-story apartment block opposite Albert Park Lake, each resident has a self-contained unit. Residents are encouraged to develop links with the broader local community, to develop skills and to participate in a range of activities.

## PURPOSE OF THE POSITION

The Senior Case Manager will ensure RHPP provides high quality, effective and caring case management service to Supported Residents in accordance with case management best practice principals through active mentorship of case managers, especially within the NDIS framework. The role is also responsible for ensuring case management practices are consistent with SHM's values and legislative and funding requirements. The Senior Case Manager may also be assigned a portfolio of the program's operations, as required.

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## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Support Coordination</b>	<ul style="list-style-type: none"> <li>▪ Ensure RHPP operates in accordance with SHM's Vision, Mission &amp; Values statement and with funding and legislative requirements.</li> <li>▪ Ensure services are delivered to clients using social inclusion and trauma informed principles</li> <li>▪ Contribute to the implementation of continuous quality improvement initiatives at RHPP</li> <li>▪ Ensure staff are mentored and supervised appropriately and supported in a way that ensures the best possible outcomes for clients.</li> <li>▪ Participate in staff meeting, program planning, professional development sessions, and staff training and wider mission's forums as required</li> <li>▪ Practice psychological first aid and provide critical incident management support to staff</li> <li>▪ Undertake duties as required</li> <li>▪ Oversee and administer SRS data base</li> <li>▪ Authorisation of timesheets</li> </ul>
<b>Client Support</b>	<ul style="list-style-type: none"> <li>▪ Undertake assessments, support planning and care coordination activities required to meet the diverse needs of the clients in accordance with the MHCSS and NDIS standards and guidelines</li> <li>▪ Adopt an assertive engagement and relationship based approach utilizing better practice strategies to engage residents in a case managed response</li> <li>▪ Evaluate and review the independence and service goals for residents</li> <li>▪ Facilitate the application of Social Inclusion principles into day to day work practices.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Oversee resident medication management</li> <li>▪ Facilitate Case Management meetings</li> <li>▪ Mediate volatile situations, breaches, and aggression by residents and facilitate emergency services as required</li> <li>▪ Develop and encourage a safe environment for residents including prevention of access to RHPP by undesirable visitors</li> <li>▪ Develop and manage support plans and client database in a timely and accurate way.</li> </ul>
<b>Staff Support</b>	<ul style="list-style-type: none"> <li>▪ Provide regular, high quality professional supervision for support staff, including opportunities for reflective practice and timely debriefing.</li> <li>▪ Undertake performance development reviews with staff and develop individual training plans to ensure ongoing professional development.</li> <li>▪ Orientate and mentor new staff as required.</li> <li>▪ Ensure that Occupational Health and Safety policy, procedures and legislative requirements are met.</li> <li>▪ Oversee the supervision of students on placement at RHPP as required.</li> <li>▪ Mentor and educate staff in special projects eg SRS and NDIS implementation and others as required by SHM, legislative and program requirements</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>▪ Foster and develop positive relationships with internal stakeholders, particularly SHM Community, Services Coordinators, Community Housing Ltd staff, volunteers, and partnership agencies providing services to RHPP clients.</li> <li>▪ Foster and develop positive relationships with local services and agencies, particularly in relation to our Housing partners.</li> <li>▪ Participate in SHM committee meetings as required including OH&amp;S and Continuous Quality Improvement.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Document and report all complaints and feedback from residents</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Attend and participate in fortnightly supervision sessions and individual training</li> <li>▪ Attend and participate in regular practice reflection sessions and contribute to a practice culture that is open, honest and reflective</li> <li>▪ Participate in yearly professional development and review meetings and regularly monitor own training and development plan with line manager.</li> </ul>
<b>OH&amp;S</b>	Exercise a duty of care for the health and safety of staff, volunteers and clients in your charge and implement effective OH&S measures to ensure compliance with the <i>Occupational Health and Safety Act 2004 (Vic) Act</i> and related legislative requirements.
<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).
<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.
<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 that emphasises physical, psychological and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment.

## MANDATORY REQUIREMENTS

- NDIS Worker Screening Check
- Valid driver's license to drive in Australia
- A current First Aid certificate
- Current COVID-19 vaccination certificate

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**QUALIFICATIONS**

- Appropriate tertiary degree level qualification relevant to the delivery of community services - social work, welfare, community development, medical/ nursing and/or social sciences

**KEY SELECTION CRITERIA**

- Substantial experience working in one of the following areas: homelessness, mental health, dual diagnosis, drug and alcohol.
- Capacity to work with drug or alcohol affected residents who may have a forensic history
- Demonstrated commitment to teamwork and ability to develop and maintain a supportive work environment.
- Ability to communicate effectively with others and respond professionally to staff and client related situations.
- Demonstrated ability to communicate, liaise and advise clients at all levels, from all backgrounds and in various workplace situations including responding to challenging behaviours.
- Demonstrated ability and commitment to enhancing systems and procedures to create operational improvements.
- Experience in developing work practices to achieve team goals.
- Ability to resolve problems as they arise.
- Ability to motivate self and support others to work more effectively.
- Demonstrated ability to remain relaxed composed and focused during a crisis.
- Empathetic to the ethos and values of Sacred Heart Mission.

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

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

**DATE** .....

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

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