

Aftercare Case Manager

Position Description

|  |  |
| --- | --- |
| Key Position Information | |
| Position Title  Aftercare Case Manager | Position reports to  Chief Executive Officer |
| Staff Member’s Name | Team  Detour House |
| Position Description  Aftercare Case Manager | Award Coverage & Level SCHADS Level 4 |
| Employment Type  Fixed-term part time (15 hours per week) to July 2023 | On Call Responsibilities Approximately monthly |
| Commencement Date | Date Reviewed  June 2022 |

|  |
| --- |
| Primary Purpose of Position |
| The primary purpose of this position is to: |
| To support the transition back to community process for women accessing services at Detour House by:   * 1. Providing intensive outreach support to clients in their own homes to assist in the development of independent living skills, sustaining tenancies, access to community and support services, development of community connections and building positive relationships with family and support networks.   2. Providing case management to increases opportunities for client health and wellbeing, education, and housing outcomes and increases knowledge and skills centered on enhancing recovery, personal development, life skills and safety.   1.3 Supporting clients preparing to finish the residential period at Detour House and clients seeking transition support.   * 1. Working with our partners to support clients to exit into stable, safe and affordable housing with the view of   supporting long term recovery goals and sustainment of tenancy.   * 1. Supporting the core group work and individual case management activities of Detour House on a flexible, as needs basis. |

|  |  |  |
| --- | --- | --- |
| Dimensions | | |
| Produce Reports | Financial Authority Budget | Financial Authority |
| Assist in producing statistical reports which includes entering data into CIMS. | Nil | Nil |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Position Requirements | | | |  |
| Essential Skills & Experience | | Desired Skills & Experience | |  |
| Tertiary qualifications in social work, counselling or similar (minimum Certificate IV in a relevant field) or 3 years experience in a case management role  Demonstrated case management and / or employment support experience, applying a trauma-informed approach to practice  Demonstrated knowledge of the service system and referral networks relevant to service users of Detour House (e.g., housing, domestic and family violence, mental health, emergency relief, AOD and other health services)  Strong organisational skills, ideally with experience in coordinating activities and workshops  Strong written, verbal and interpersonal communication skills  Sound computer skills, including confidence in utilising client databases and engaging in clients through digital platforms (e.g., Zoom) | | Demonstrated skill in and understanding of relevant therapeutic and intervention strategies such as CBT, DBT, 12-step program frameworks, and / or motivational interviewing  Experience in group facilitation  Experience working within the Specialist Homelessness Sector and/or tenancy support services | |  |
| Key Result Area (KRA) | Key Performance Indicator (KPI) | | Weighting (%) | |
| 1. Detour House Inc values, strategic plan and business plan | 1. Acts consistently in accordance with Detour House Inc’s values and strategic plan, challenges practices inconsistent with those and uses the values and strategic plan as a basis of managing relationships and decision making 2. Support the fulfilment of assigned and agreed activities that contribute to the fulfilment of Detour House Inc’s strategic and business plans 3. Ensure the strategic planning key performance indicator outcomes are being met and collation of the   required evidence to support this. | | 5% | |

2

|  |  |  |
| --- | --- | --- |
| 2. Holistic and evidence-based approach to client care in order to assist clients in identifying and reaching their goals | 1. Provision of quality and timely transition to community focused case management for clients, that incorporates:    1. Individualised case management plans that incorporate evidence-based supports    2. Co-case management within the team both internal and with relevant external agencies    3. Specialist referral    4. Exit planning 2. Ensure therapeutic interventions are evidence based, trauma-informed, strengths-based and client-centred. 3. Support clients in maintaining relapse prevention strategies 4. Support clients to sustain tenancies 5. Ensure effective communication pathways exist between all stakeholders (clients, other staff, external service providers) 6. Ensure all case note documentation is accurate, comprehensive and completed in a timely manner 7. Provide ad hoc supports to the core group work and individual case management program at Detour House on a flexible, as-needs basis | 65% |
| 3. Deliver and coordinate workshops and activities | 1. Develop and coordinate employment oriented and psychoeducational workshop activities: a combination of internally facilitated and externally facilitated workshops. 2. Coordinate activities e.g., community lunches, that foster social connection and a sense of community at Detour House. 3. Undertake planning and implementation of a mentoring program for Detour House residents. 4. Oversee Detour House’s community garden project 5. Establish and maintain strong relationships with key referral agencies and external facilitators. | 25% |
| 4. Participate in the development of quality practice. | 1. Ensure all activities are reviewed in line with quality improvement strategies. 2. Support the development of:    1. policies and procedures that reflect good practice    2. quality improvement activities, including enhancing service delivery and program materials    3. collation and reporting of statistics, including outcome measures, and reporting content | 5% |

|  |  |
| --- | --- |
| Functional Key Result Areas (KRAs) | Key Performance Indicators (KPIs) |
| Workplace Health and Safety | * Undertake business activities in a safe manner so as to avoid or reduce the risk of injury or illness to self and others; and * Ensure you comply with Detour House Inc’s WHS policies and procedures. |
| Supervision | * Ensure you participate in the induction process and your probationary review is completed with prescribed timelines * Ensure you actively engage in performance and professional development review sessions with the Chief Executive Officer * Attend and participate in staff meetings * Regularly attend and participate in internal and external group supervision. |
| Quality Improvement | * Ensure you actively participate in the assessment, identification, review, and resulting actions of Detour House Inc’s Quality Improvement activities. |
| Ethical Conduct | * Employees must be impartial and fair in dealings with residents, clients, suppliers, general public and each other in order to retain trust, confidence and support. Detour House Inc’s Code of Conduct sets out minimum standards of conduct that is expected. |
| Risk and Governance | * Ensure you operate in line with Detour House Inc’s policies and procedures, and Code of Conduct * Actively participate in identifying, reporting and minimising risks. |

|  |  |
| --- | --- |
| Key Relationships | |
| Internal | * Reports to the Chief Executive Officer * Works in close collaboration with all staff of Detour House * Works directly with clients and their family and significant others * Participates in staff meetings |
| External | * Referral Bodies * External facilitators * Partners of Detour House and other key external stakeholders |
|  |  |

|  |  |
| --- | --- |
| Sign Off | |
| Manager: | Employee |
| Signature: | Signature: |
| Date: | Date: |

4