



Introduction

NECSG receives recurrent funding from Queensland Government for:

- Zillmere Community Centre (ZCC)
- Zillmere Family Accommodation Program (ZFAP)
- Zillmere Young Peoples Support Service (ZYPSS)

Mission statement

To provide innovative service delivery which reflects the changing needs of the community through:

- Inclusive and culturally appropriate processes
- Quality support programs
- Lobbying and advocacy on behalf of centre members and groups
- Community participation
- Collaboration with Government and Non-Government organizations

1. **Position description:** Outreach Case Manager (ZFAP)

2. **Primary purpose of Position:** The Position provides outreach case management support and brokerage to families experiencing or at risk of homelessness under the Immediate Housing Response for Families (IHRF) funding from Department of Communities, Housing, & Digital Economy (DCHDE). The aim is to assist families with a pathway out of homelessness including access to temporary accommodation and transition to longer-term sustainable housing.

3. **Responsible to:** The Position reports directly to the Program Coordinator (ZFAP)

4. **Remuneration:** Social, Community, Home Care and Disability Services Industry Award 2010 Level 4 with optional Salary Sacrifice Packaging.

5. **Hours:** Fixed term part-time 22 hours per week, and subject to funding variations.

6. **Core qualities:**

- 6.01. To exercise a code of personal behaviour which is relevant to Social Service Practice and based on principles of Social Justice.
- 6.02. As a result of stress or trauma experienced, clients may demonstrate behaviours that are challenging and difficult to manage for staff. Staff must be able to apply trauma informed practice and must always act in a professional manner being conscious of the rights of consumers.
- 6.03. To be aware of, and work within, all current policies and procedures of NECSG and Government Legislation in relation to human service delivery.
- 6.04. To ensure that work practices are in line with professional welfare practice standards.

7. **Service delivery:**

- 7.01. To assist the Coordinator in the implementation of all aspects of service delivery for families under the IHRF funding including:
 - 7.01.01. Assess the needs of applicants using the Queensland Homelessness Information Platform (QHIP) and refer to vacancies through the platform.
 - 7.01.02. Client intake and in-depth assessment including assessing risk



- 7.01.03. Intensive case management in accordance with Federal & state service delivery standards including but not limited to
 - 7.01.03.01. Planning in consultation with clients and according to their needs including accompanying clients
 - 7.01.03.02. Developing case plans in consultation with clients that identify barriers to tenancy sustainment and support the clients to achieve and sustain their long-term housing goals. Must include safety planning
 - 7.01.03.03. Direct service and coordination. Supporting clients to implement the plan through the provision of information, skills education, referrals, advocacy, community connections in accordance with a client-centred approach and to encourage self-reliance
 - 7.01.03.04. Monitoring and reviewing case management strategies and engagement
 - 7.01.03.05. Exit planning, closure, and appropriate follow up
 - 7.01.03.06. Evaluation
- 7.01.04. Brokerage
 - 7.01.04.01. Assess brokerage assistance requests to support immediate and sustainable housing outcomes.
 - 7.01.04.02. Allocate brokerage assistance under the funding and organisational guidelines
- 7.01.05. Provide direct outreach services to engage families who are homeless, couch surfing and residing in temporary accommodation. Safe engagement practices apply.
- 7.01.06. Actively identify and build housing pathway options for clients for both immediate and long-term housing options. Work collaboratively with external housing providers.
- 7.01.07. Record clients' case notes in Specialist Homelessness information Platform (SHIP). Maintain clients' records with accuracy, professionalism, and confidentiality, in electronic and paper-based formats.
- 7.01.08. Assist in the preparation of reports and ensure all reporting requirements are performed to a high standard and within specific timeframe
- 7.01.09. Negotiate and coordinate with other service providers and Government and Non-Government organisations to ensure that supports and services provided to clients are appropriate and responsive to their needs.

8. Staff management: N/A

9. Other duties:

- 9.01. Represent NECSG, and the program to Government, Community Agencies, and the wider community, developing links that promote quality service delivery.
- 9.02. Participate in team and staff meetings and work collaboratively as a team member of NECSG.
- 9.03. Actively participate in regular internal supervision and professional development processes
- 9.04. Problem solve and pro-actively contribute to improving working processes and procedures to improve service delivery



- 9.05. Undertake any other duties related to the position as may be determined by the Program Coordinator, Team Leader, or Management Committee.

10. Key selection criteria:

- 10.01. Tertiary qualifications in human services, community services or similar field.
- 10.02. In depth experience in housing support, tenancy sustainment and working with families experiencing homelessness.
- 10.03. Demonstrated abilities in case management practice and principles. Minimum 3 years' experience.
 - 10.03.01. Ability to identify the key elements of case management. Demonstrate how you would develop and implement a case plan for families.
 - 10.03.02. Highly developed analytical & planning skills as they relate to case management, including the ability to assess risk and manage caseload.
 - 10.03.03. Skills in needs identification, service planning, monitoring, and evaluation.
 - 10.03.04. Demonstrated knowledge of relevant community services as they relate to case management & care coordination.
- 10.04. Demonstrated ability to engage and work with adults and their accompanying children who present with a broad range of issues including mental health, domestic violence, child protection, poor living skills, debts.
- 10.05. Demonstrated ability to engage with people from diverse backgrounds (cultural, language, age, experiences)
- 10.06. Demonstrated ability to work effectively in high pressure fast paced environment. Demonstrated excellent time management skills.
- 10.07. Demonstrated problem solving and creative thinking skills in the workplace
- 10.08. Must possess excellent written and oral communication skills
- 10.09. High level knowledge of computer programs including Microsoft Office Suite and Homelessness specific information systems QHIP and SHIP.
- 10.10. Demonstrated ability to work collaboratively in a team environment and be accountable as an individual worker
- 10.11. Valid Queensland Driver's License and vehicle.
- 10.12. Working with Children's card (Blue Card) or eligible to get one as card is required to commence employment.



North East Community Support Group Inc. (NECSG)
Operating Standards: Human resources
Position description: Outreach Case Manager (ZFAP)



Document name: Position description: Case Manager (ZFAP)

<i>Version:</i>	2022.03	<i>Date effective:</i>	01/03/2017
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Document relationships:

<i>Appendage to policy:</i>	
<i>Related policies:</i>	Employee recruitment Employee and volunteer induction Employee and volunteer training and development Employee performance and support
<i>Related documents:</i>	
<i>Related forms:</i>	Employee recruitment and selection checklist

Revision History:

<i>Version:</i>	Summary of changes
2022.03	Revised for Position recruitment
2017.01	Written for Position recruitment