

1. The Context

Wombat Housing Support Services is one of the largest providers of housing support services to people in the Western Metro Region. It is a community-based organisation managed by a Board.

Mission Statement

Wombat supports people who are homeless or at risk of homelessness in and around Melbourne's West. Wombat delivers high-quality support services and is a leading advocate to reduce homelessness and ensure a fair housing system.

Wombat's existing services include:

- Support & Advocacy for social housing tenants
- Support programs for Youth Justice and Child Protection clients
- Transitional support services for Families, Single People and Youth

The culture of Wombat is about:

- Integrating new programs and ideas
- Providing services that are accessible, transparent, fair & equitable
- Being sensitive to the needs of diverse cultural & language groups
- Recognising the right of all age groups to access appropriate services, including children, young people and older people
- Cross program service delivery
- Embracing and generating change that is positive
- Accountability, inquiry and reflection
- Hearing and accounting for different views
- A workforce representing diversity in experience, age and ability
- Valuing staff and encouraging wellbeing
- Providing a flexible and supportive work environment.

Wombat is an equal opportunity employer and is committed to providing a safe working environment.

Wombat encourages applications from individuals of diverse backgrounds, including but not limited to First Nations peoples, people with disabilities, people from a culturally and linguistically diverse (CALD) backgrounds, and people identifying as LGBTQI+.

Wombat works with children and adheres to the Child Safe Standards.

2. Pathways to Independence Program (PIP)

Wombat's Pathways to Independence Program is an innovative housing transition program for young people aged 17 to 21 that are exiting DFFH Out of Home Care (residential, lead tenant, foster, kinship care) or have previously been in care.

The Program targets young people who are assessed as having moderate to high independent living skills and who can demonstrate a capacity to engage with outreach support. The Program assists participants to develop the life skills necessary to enable them to attain independence and long-term housing stability.

The program explores all housing options for young people and has the capacity to assist young people in obtaining head leased private rental.

The PIP program is integrated in Wombat's existing continuing care programs youth services (The Continuing Care Transitional Housing Program and Support from Care Intensive Outreach Programs).

3. The Position

The position requires a case manager to provide intensive case management support to young people residing in independent accommodation. The housing is predominantly supported head-leased private rental or community housing, though there is also flexibility to pursue other options. The worker supports the young people in this transition via a comprehensive assessment that identifies support needs and required skill development.

Over time the program has evolved based on the needs of our clients and current housing market, so there remains scope to continue to develop and improve upon the model to meet the needs of our clients. As a result, there is a strong reflective, evaluative, and problem-solving component to the role.

Services to clients are provided on an outreach basis; workers will be based at Wombat's office in Melrose St, North Melbourne. The Case Managers provide intensive direct service delivery, which is reflected in the caseloads.

The role will suit a case manager with experience of the out of home care/ child protection or homelessness system who is keen to apply this knowledge in the continued development of an innovative new model for young people leaving care.

Reporting and Accountability: The Case Managers are accountable to the Wombat's General Manager via the Youth Program Manager. The Continuing Care Team Leader oversees general program operations and provides day to day guidance to support workers.

Support and Supervision: Case Managers participate in regular program and support meetings facilitated by the Team Leader, as well as individual supervision. Bi-monthly external supervision is provided to the team as is secondary consultation. Informal support and supervision is encouraged and forms a major part of the support and supervision structure.

4. Duties

- Commensurate with SCHADS Level 5, workers are expected to adhere to established work practices however they will on occasion be required to exercise initiative and judgement and to be involved in service planning and coordination.
- To conduct a holistic assessment of potential referrals
- To develop individually tailored plans
- To provide one on one support to young people
- To provide referrals to appropriate specialist support services
- To provide guidance, tenancy support, crisis intervention and conflict resolution
- To work with partner organisations & other agencies regarding service users and to locate appropriate housing options for young people
- To assist in the development of process and procedures for the program
- To provide information to other relevant services about the new program
- To facilitate regular house meetings
- Carry out the duties in accordance with the philosophy, policies, work practices and protocols of Wombat Housing Support Services.
- Participate in the Duty Response, including online enquiries
- To participate in team and individual case management support meetings, team meetings, Wombat staff meetings and other internal meetings.
- To support and engage with other programs within Wombat
- To participate in Wombat working groups
- To attend external meetings as determined by the Team Leader
- To contribute to the maintenance of information, data and recording systems
- To network with other agencies to further the interests of Wombat service users
- To prepare written reports as required
- To contribute to the development of Wombat policies, programs and procedures
- To represent the interests of Wombat and in the west in consultation with the Team leader and Program Manager
- Other duties as directed by the Team Leader, Manager or CEO.

5. The Conditions

Job Title: PIP Case Manager

Salary: SCHADS award level 5

Salary sacrificing is available, within the limit of the law.

Position reports to: Chief Executive Officer

Working Hours: .8 EFT (7.6 hours per day/ 30.4 hours per week)

Conditions: Ongoing Subject to funding

As per Wombat EBA 2016 which includes:

- Five weeks (pro rata) paid annual recreation leave
- Grace and Favour days between Christmas and New Year

A probationary period of 6 months will apply.

Appointment is subject to a satisfactory Police Check and Working with Children Check. In the event that a candidate has resided overseas for more than one year in the preceding 10 years, an International Police check will be required prior to commencing work. The successful applicant will also be required to sign a disclosure statement regarding any previous misconduct or formal disciplinary action.

All candidates must be willing to comply with future government health directions.

Please note that this position entails an outreach component.

6. The Application Process

Key Selection Criteria:

- Working knowledge of the Out of Home Care system & the Homelessness Services System
- Ability to meet and support young people on their level in a way that meets their needs
- An openness to self reflection, feedback, learning and developing as part of a team
- An understanding of case management and how it applies to this cohort
- Ability to contribute to the development of the PIP service delivery model
- Basic competencies appropriate to the conduct of the position such as computer literacy, full driver's licence, data collection, verbal and writing skills.

Applications addressing the **Key Selection Criteria** & including a CV with the names and contact numbers of two referees (including most recent employer) should be submitted via the Ethical Jobs portal.

Enquiries:

Lenka Brazda – Program Manager (Youth) lenka@wombat.org.au

Applications to be made via the Ethical Jobs portal

Wombat reserves the right to contact relevant individuals who may not be listed as referees.

Signed: EO

Signed: Employee

Date: Click or tap to enter a date.

Date: Click or tap to enter a date.



Pathways to Independence Program

Part time Fixed term position for Case Manager