

## Position Description

<b>Position Title</b>	Case Manager
<b>Reporting To</b>	Service Manager & Team Leader
<b>Employment Status</b>	Casual
<b>Classification</b>	SCHADS Level 4
<b>Team/Service</b>	Mascot, STEP B
<b>Direct Reports</b>	Nil
<b>Date</b>	March 2026

### PROGRAM OVERVIEW

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Supported Transition and Engagement Program (STEP) is for people either sleeping rough or with a history of homelessness to secure long-term housing and access wrap around support to remained housed. At Neami Mascot, there are two programs – STEP A and STEP B – which deliver this service. STEP B works with Social Housing provided by Homes NSW for housing pathways for clients referred to our program. The program offers post crisis support focusing on helping people access and maintain long-term housing through housing first approach. The program works in partnership with external community services, Homes NSW, and health services to address the needs of people with complex individual needs and long histories of sleeping rough or unstable housing.

The program covers the Homes NSW housing districts of Sydney, South Eastern Sydney, and Northern Sydney. The program works with people aged 18 or older for a period of up to 12 months to assist in the development of skills, knowledge, linkage to appropriate services, and resources that will allow a person to sustain their tenancy on their own moving forward into the future. STEP B is a closed referral program and can only accept referrals from the Homelessness Outreach Support Team (HOST) within Homes NSW. |

### POSITION OVERVIEW

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Case Managers will collaborate with consumers to develop, coordinate and implement case management plans that guide consumer's support. Case Managers refer and facilitate access to

integrated services that focus on consumers progressing towards consumer identified needs, and improved health and wellbeing outcomes alongside specialised services.

Support includes coordinating care with consumers, families and external stakeholders to navigate systems, services, and connection with supports available to them. Case Managers will build and maintain professional relationships with stakeholders and community partners to facilitate holistic care for people accessing the service.

Case Managers are required to use judgement to formulate responses to consumer needs over the long term, short term and in times of crisis.

Working closely with government agencies and other community organisations, Case Managers will support the delivery of the best possible comprehensive service to consumers.

## **THE POSITION**

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### ***Key position Responsibilities, Duties and Accountabilities***

- Collaborate with the consumer and relevant parties (e.g. medical professionals, government services, community service providers), to evaluate a consumer's needs, wants, and goals in a holistic manner to formulate an individually tailored case plan. This could include considerations of mental health, AOD, legal, family, and physical health issues.
- Ensure that trauma-informed care is provided to the consumer.
- Identify and regularly review the consumer's development towards identified needs.
- Apply de-escalation and emotional regulation skills to support consumer and own/colleagues' safety and/or escalate to relevant services where appropriate.
- Advocate for appropriate care to be provided to consumers by other services.
- Recognise and coordinate the specific needs of consumers and the complexities in the context of their support, such as those impacted by challenges with their mental health and wellbeing, substance use, experiences of family and domestic violence, behaviours that impact safety and socio-economic vulnerability.
- Provide case management and care coordination including working with other community partner organisations to deliver best possible comprehensive service to consumers.
- Assess and respond to safety concerns in collaboration with the consumer, colleagues, and managers, including engaging additional services/supports or emergency response where required.
- Complete safety assessments and plans collaboratively with the consumer and monitor at each consumer engagement.
- Connect consumers with relevant supports and services to assist with addressing unmet needs, and barriers to improving their health and wellbeing.
- Understand local service provision guidelines including eligibility criteria to support referral pathways.

- Work within a person-centred and holistic approach which places the needs of the consumer at the centre of decisions about their care, and considers the needs and perspectives of their family, carers and chosen supporters.
- Engage consumers and develop trusting and professional relationships.
- Provide culturally sound support to consumers of diverse backgrounds.
- Provide support to consumers and work in alignment to Neami’s Collaborative Relational Practice (CRP) Framework.
- Using the team approach to support case management, collaborate closely with team members and relevant stakeholders to ensure continuity of care and the provision of a comprehensive service to consumers.
- Ensure all administrative requirements including case notes, assessments, collaborative care and safety plans, and incident reports are completed within the required timeframe.
- Facilitate collaborative care inter-agency meetings where required.
- Seek to learn about the consumers interests, their connections with family and friends and work together with the consumer to build their capacity to be part of their community.
- Participate in the regular collection of service data to inform evaluation of program outcomes and assist with the continuous improvement of the service.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities.
- Engage with supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan.
- Use outreach skills to engage consumers into the program upon receiving referrals.
- Support consumers to gain/maintain housing and independent living skills as well as refer them with appropriate supports e.g. Community Mental Health, AOD supports, NDIS.
- Provide information, guidance and support to consumers sourcing new housing upon exiting the program.
- Assess what it means to be ‘housing ready’ and develop a housing pathway plan in collaboration with the consumer to achieve this outcome.
- Meet individuals in a time of crisis and support them with care plans and linking them with community and other organisations where appropriate.
- When engaging with consumers, continuously evaluate the safety of the consumer and workers present, disengage when workers’ safety is compromised and/or contact appropriate crisis response services where applicable.
- Advocate for consumers in their interactions with health providers. This may include attending health appointments, mental health facility visits, hospital visits, and facilitating case conferences.
- Assist consumers to develop interpersonal skills to enable meaningful community linkage, such as recreational activities and participation in cultural life of the community.
- Work closely with community agencies, cultural, recreation, and education services to create opportunities for consumers to meaningfully participate and engage with community.

- Complete housing assessment planning with consumers within inpatient settings and support the social work team in identifying housing needs and discharge planning specific to housing.
- Provide advocacy for consumers navigating legal proceedings or incarceration.
- Facilitate interactions between government agencies and consumers.
- Assist in training new Case Managers that join the service team.
- Provide guidance and support to students who are completing their placement within the organisation.
- Provide a range of interventions to consumers including crisis to medium term support, advocacy, and referrals.
- Provide intensive support to tenants for a set period by ensuring the tenant is able and equipped with the skills and knowledge to sustain their tenancy long-term.
- Work in collaboration with colleagues, partner organisations and other services to support consumers in fulfilling their tenancy obligations.
- Provide direct outreach support to consumers within transitional, community and home-based settings.
- Collaborate with housing provider and other service providers to develop a supportive exit plan from the program for consumers.
- Undertake intake and eligibility assessment for consumers when required.
- Manage tenancies in conjunction with relevant housing provider.
- Work with consumers to access program specific brokerage, as required.
- Provide support and advocacy for consumers navigating Civil and Administrative Tribunals to assist in mitigating risk to their tenancy.
- Using an understanding of the impacts of trans-generational trauma, understand trauma related behaviours and utilise strengths-based interventions to improve consumer wellbeing.
- Work in partnership with health services, housing providers, and other community services to help find stable housing as well as referring onto homelessness specialist services where required.
- Work closely with child protection service where there are identified safety and neglect concerns as required.
- Contribute to sector knowledge and development as required. |

## **Records Management**

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.

- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion.

## **ORGANISATIONAL ACCOUNTABILITIES**

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- Act at all times in accordance with the Neami National Code of Ethics.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- Have a commitment to the safety and wellbeing of children and young people.
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

## **THE PERSON**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

#### ***Essential***

- Formal tertiary qualification in a related field and/or equivalent experience working in a relevant setting.
- Demonstrates an interest and understanding of others and relates well to people at all levels including the impact of trauma, mental distress and social determinates on health and wellbeing.
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Understanding the systemic social factors causing homelessness and using this understanding to provide appropriate care to consumers from diverse backgrounds

- Ability to multi-task in fast paced unpredictable environments.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations.
- Relevant transferable skills and experience.
- Ability to use personal judgement and expertise to independently make decisions regarding service provision within relevant program and sector guidelines and practices including de-escalation and consumer interviews.
- Uses respectful, professional, and aesthetic communications across a range of media.
- Demonstrates emotional intelligence and resilience.
- Strong computer literacy and written communication skills
- A Valid Working with Children Check
- A Valid Drivers License

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

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This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.