

POSITION DESCRIPTION

Intensive Case Manager

Program:	Journey to Social Inclusion (J2SI)
Reports to:	Program Coordinator J2SI
Supervises:	Nil
Date of Last Review:	December 2024
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
Long Service Leave	Long Service Leave Act 2018 (Vic) or its successor This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Journey to Social Inclusion (J2SI) is an innovative and evidenced based case management service for people experiencing long-term homelessness in Melbourne, Victoria. It differs from traditional homelessness services as it provides the time needed for people to not only access their permanent home, but also have an improved quality of life and increased community connection. Staff have the ability to work intensively with small caseloads and use a combined key worker and team approach to deliver intensive individualised support for up to 3 years to each client.

The J2SI service model delivers 5 key service elements:

- Intensive case management and service coordination
- Rapid housing access and sustaining tenancies
- Trauma informed practice
- Skills for inclusion
- Fostering independence

Sacred Heart Mission, The Salvation Army, Uniting Vic/Tas and VincentCare Victoria have formed a consortium and have successfully received funding from the Victorian Government's Early Intervention Investment Fund (EIIF) to deliver J2SI programs across Victoria. J2SI will also work with local ACCO's and other services to help support more people experiencing chronic homelessness.

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PURPOSE OF THE POSITION

This role provides long term case management and service coordination with low individual caseloads who have experienced chronic homelessness through the J2SI program. The role will work to ensure that the service provided is supportive, effective in achieving client goals, program outcomes, and are of the highest quality in accordance with SHM's values and legislative and funding requirements. This role works in an individual outreach capacity.

KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
Service Delivery	<ul style="list-style-type: none"> • Manage a case load in an outreach capacity; providing intensive support, service coordination, referral and advocacy to successfully achieve client goals. • Utilise persistent and assertive engagement techniques to establish and maintain a robust professional relationship with J2SI participants for the duration of the contract. • Coordinate case conferences, support planning and exit planning in conjunction with referring agencies. • Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework. • Monitor, progress, and achieve program targets and outcomes. • Utilise SHM's measurement and evaluation framework to capture outcomes of J2SI program. • Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures. • Contribute to a workplace environment, which supports peers, develops teamwork and ensures the provision of quality services for Mission clients. • Ensure the engagement with and completion of risk assessment and safety planning for engaging with participants experiencing vulnerabilities in an outreach capacity. • Work alongside local ACCO and First Nation Workers to provide culturally safe client support.
Organisational and Consortium Participation	<ul style="list-style-type: none"> • Attend and actively participate in team meetings, service planning days and SHM all staff meetings.

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	<ul style="list-style-type: none"> • Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of J2SI. • Contribute to the implementation of the Mission's Strategic Plan. • Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment. • Contribute to collaborative practice across Client Services Division. • Ensure links are maintained with other Mission services and partnership agencies contributing to J2SI. • Actively contribute to collaborative practice across Services Division and the J2SI Consortium, this includes attendance and engagement in community practice settings. Support J2SI research and evaluation activities.
Sector Participation	<ul style="list-style-type: none"> • Develop and foster positive relationships with local services and agencies. • Attend relevant network meetings as agreed with Line Manager.
Relationship Management	<p>Foster and maintain positive relationships with:</p> <ul style="list-style-type: none"> • SHM staff • J2SI Team • J2SI Consortium • J2SI Service Partners • J2SI Evaluation Team
Case Management Framework (CMF)	<p>All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and peruse positive goals that stabilise their circumstances.</p>
Professional Development	<ul style="list-style-type: none"> • Attend and participate in regular supervision sessions. • Undertake all mandatory and core training in a timely manner. • Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.

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Health & Safety	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- Eligibility to Work in Australia.
- A current Criminal Records Check.
- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years
- A current Victorian Working with Children Assessment Notice.
- Valid driver's license to drive in Australia.

QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Psychology, Occupational Therapy or equivalent. Candidates with Diploma qualifications and outstanding relevant experience may be considered.

KEY SELECTION CRITERIA

ESSENTIAL

- Demonstrated experience in case management (anticipated likely 1year recent experience).
- Relevant experience working in the community service sector.
- Proven ability for restoring relationships with people experiencing vulnerabilities and a history of complexities in areas such as adult homelessness, alcohol and other drugs, mental health, disability, family violence.
- Ability to work effectively in an outreach capacity.

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- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with clients with complex needs.
- Good interpersonal skills including both verbal and written communication.
- Demonstrated ability to achieve program targets and outcomes.
- Proven ability to effectively manage challenging behaviours and respond to crisis situations.
- Demonstrated experience in case noting, client information portals/platforms and other relevant paperwork.
- Ability to manage time, resolve routine problems and meet deadlines with minimal supervision and direction.
- Ability to participate collaboratively and constructively within teams of peers, staff, and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Strong alignment with the values of Sacred Heart Mission.

DESIRABLE

- Experience in assisting clients to navigate different service systems to meet their needs.
- Knowledge of recovery principles and the ability to apply them in broader casework practice.
- Knowledge and skills to work assertively with clients who may be resistant to formal, regular engagement.
- Specialist experience in a mental health and/or drug and alcohol setting.
- Knowledge of trauma informed practice.

VISION, PURPOSE AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people’s capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people’s individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.

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- We listen deeply and never assume that we know what is best for others.

Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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