

Position Description

Position Title: Case Manager	Position Number: Multiple Positions
Reports To: Team Leader – Case Management or Coordinator - Case Management	Location(s): Southbank & Bob's Place
PD Number: PDHSI133	Classification: Band 4

Organisation Overview

Launch Housing is passionately committed to achieving our vision of ending homelessness and providing a strong focused voice on homelessness driven by our values; empowering, adaptable, courageous and caring.

We are Melbourne's largest independent secular specialist homelessness organisation and the 'go to' organisation on homelessness for government, media, philanthropy, supporters and the community.

From providing high quality housing and an innovative range of support, education and employment services, we bring solutions to homelessness under one roof for thousands at risk of or experiencing the crisis and trauma of homelessness. Clients are at the centre of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop solutions at scale, and to make Melbourne a world leading city in ending homelessness.

Launch Housing is an Equal Opportunity employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, people with a lived experience of homelessness and people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex or queer.

To find out more, visit our website at launchhousing.org.au.

Position Overview

The Case Manager is a key role within the Southbank and Bob's Place Dandenong case management teams. Reporting into the Team Leader – Case Management (Southbank) or Coordinator – Case Management (Bob's Place), the Case Manager is responsible for assisting with the immediate and ongoing support needs of clients who are experiencing or are at risk of homelessness, through the provision of a range of intervention options ensuring that the client's needs are translated into a personal program that encourages the client's independence, empowerment, autonomy and dignity. This support may be provided in a range of environments including funded accommodation services, private housing or via assertive outreach to clients experiencing housing crisis.

At Launch Housing, we believe that leadership is not defined by position or title – but by the mindset you bring and the actions you take. We also believe that leadership is learnable – that there is a body of knowledge, skills and dispositions associated with leadership that can be learned.

The Launch Housing Leadership Framework outlines the key expectations and behaviours required for effective leadership at every level. This role is aligned to the Leading Self proficiency level within the framework, reflecting the responsibility to demonstrate professionalism, personal accountability, self-awareness, and continuous development.



Key Outcomes

Service Delivery

Success will look like:

- Engaging with clients to determine eligibility for the organisation's services and referral potential clients to other more relevant services if required.
- Developing case plans in conjunction with clients and implementing strategies that enable clients to achieve their goals by building on their strengths and focusing on solutions.
- Assisting clients to develop longer term housing options, both within and/or independently of Launch Housing's supported accommodation program.
- Ensuring clients maximise all government and community income assistance and support.
- Initiating and maintaining contact with vulnerable clients using flexible engagement strategies to achieve case plan goals.
- Coordinating services required by the client and monitor their ongoing effectiveness.

Continuous Quality Improvement

Success will look like:

- Maintain appropriate casework records and statistics.
- Participating in regular supervision in which a reflective approach is taken in relation to service objectives and casework issues.

One Team

Success will look like:

- Actively engaging in continuous improvement within the team.
- Building and maintaining strong relationships within the team and Launch Housing.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct.
- Upholding the principles of the Child Safe Code of Conduct, ensuring that Child Safe Standards are translated into operational practices at all times.
- Undertaking any other tasks as directed.

Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

Incumbents in this position will undertake ongoing up-skilling both internally and externally. This position requires the following:

- Moderate specialised knowledge related to the work area
- Working knowledge of work practices and policies relevant to the work area
- Working knowledge of statutory requirements relevant to the workplace
- Working knowledge of their workplace function and operation
- Working knowledge of administrative practices and procedures
- Working knowledge of wider organisational structures and functions

Organisational Relationships

Level of Supervision

The position is supervised on a general basis, except where supervision is not required by the nature of the responsibilities being undertaken.



Level of Direction

Works under general direction.

Availability of Assistance

Assistance available when required and when problems occur.

Extent of Authority

Level of Management Responsibility

Nil - however may provide limited guidance to lower classified employees.

Involvement in the Development or Creation of Work Practices and Procedures

May contribute to matters for which there are no clearly established practices and procedures.

Involvement in the Preparation of Budgets and Financial Reporting

Nil.

Freedom to Act

Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.

Monitoring of Work Outcomes

Work outcomes are monitored regularly depending on complexity.

Provision of Assistance

This role may provide limited assistance to lower classified employees.

Problem Solving

Solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines.

Key Selection Criteria

- A relevant tertiary qualification in human services, and direct experience in the delivery of services to clients with complex needs relating to homelessness (desired).
- Demonstrated understanding of housing and homelessness policy, context and systems.
- Demonstrated ability to work collaboratively with others towards effective client solutions.
- Good interpersonal and communication skills, both verbal and written.
- Well-developed organisational and time management skills.
- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities.
- Excellent problem-solving skills.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

