

Position Description

Community Worker (Case Manager) – Specialist Women's Homelessness Service	
Authorisation	CEO and Board of Management
Primary Position Objectives	
<p>Community Workers (Case Managers) provide comprehensive assessment, individualised case management, mental health support and purposeful transition planning within a biopsychosocial framework with the aim of resolving homelessness and supporting mental health recovery and stability.</p> <p>An objective of this position is to enhance the quality of client experience and satisfaction of the service, and to promote continuity of care. To achieve this, case management processes are inclusive of the strengths and capacity of individual clients and promote achievable goals in negotiation with housing providers, clinical supports and significant others.</p>	
Classification	NSW Social, Community, Home Care and Disability Services Award: Level 5
Locations	Flinders Street, Darlinghurst & Edgecliff Business Centre
Screening and external authorisation requirements	Working with Children Check National Criminal History Police Check Referee checks Verification of relevant qualifications
Reports to	Chief Executive Officer (CEO) Client Services Manager (CSM) Board of Management
Working relationships	Staff, management, clients, and external agencies

Performance requirements	
Case Management and Service Delivery	
<p>Community Workers (Case Managers) are required to apply knowledge and expertise from tertiary studies and previous experience to fulfil the following requirements of the role:</p> <ul style="list-style-type: none"> ▪ Foster collaborative and respectful relationships with clients ▪ Utilise selected focussed psychological strategies when supporting clients to achieve their goals including Motivational Interviewing, Cognitive Behavioural Therapy (CBT), Dialectical Behaviour Therapy (DBT), 12-step recovery approaches, and voice-hearing coping techniques ▪ Undertake thorough intake assessments for potential clients; apply a risk management framework and collaboratively assess service-fit to client need ▪ Meet with clients to assess, plan and review client goals and strategies ▪ Maintain case notes, case plans and client records according to policy 	

- Liaise with clinicians regarding provision of mental health support, following the direction of clinical team on risk management at all times
- Make professional and transparent referrals to external organisations
- Initiate case conferences involving a client's supports, when required
- Lead transition planning through liaising and advocating to housing providers, external agencies, and support persons to meet support needs, and locate appropriate and affordable accommodation
- Present case management progress in case conferences and supervision
- Implement recommendations from CEO, CSM and clinical supervisor
- Accompany clients to meetings, appointments, and other services, when required
- Exercise sound advocacy and relationship building skills
- Ensure that clients know their rights and responsibilities and are aware of complaints and appeals processes
- Encourage and support clients to provide feedback to the service
- Fulfil the case management standards as set by the organisational policies and procedures and the funding body
- Exercise judgement and initiative where procedures are not clearly defined

Team Work

Community Workers (Case Managers) function within a multi-disciplinary team and demonstrate effective teamwork by;

- Being respectful and receptive to the perspectives of other team members
- Participating in evaluation processes and annual appraisals
- Exercising interpersonal skills and providing peer support to co-workers
- Participating in internal training, staff meetings, group and individual supervision
- Participating in external meetings, conferences, workshops, networking events and development activities in consultation with CEO/CSM

Service Development and Planning

- Participate in strategic and operational plans for the organisation
- Fulfil allocated responsibilities in program evaluation and annual plans (e.g. individual or group projects assigned by management)
- Present progress reports of assigned projects to the team

Cultural Capability

Community Workers (Case Managers) are required to have the following cultural capabilities;

- Ability to deliver culturally responsive services
- Engage effectively with people across cultures and identities
- Have knowledge of the history of discrimination in Australia and how discrimination presents today, particularly as it relates to race and racism, and how this history has led to disparities experienced by communities including Aboriginal people, people with culturally and linguistically diverse identities, people with disabilities, and LGBTQIA+ communities

Community Liaison

- Utilise high level interpersonal skills and professional when representing BMWF
- Promote BMWF to stakeholders and the community when networking

Service Administration

- Maintain files and records, and collect client data according to protocol

<ul style="list-style-type: none"> ▪ Have proficiency in CIMS, Outlook 365, internal IT systems and cyber security practices to fulfil administration requirements ▪ Assist with research or data collection when required ▪ Complete timesheet, mileage and pay records accurately ▪ Complete other administration duties as directed by the CEO and CSM 	
Workers' Health and Safety	
<ul style="list-style-type: none"> ▪ Adhere to WH&S, risk management and incidents policy and procedures ▪ Identifies and reports WHS issues appropriately 	
Other Requirements	
<p>Community Workers (Case Managers) are required to adhere to BMWF's Policy and Procedures. Prior to appointment to the role, Community Workers (Case Managers) must provide the following;</p> <ul style="list-style-type: none"> ▪ National Criminal History Check and Working with Children Check ▪ Verification of relevant qualifications <p>Upon appointment to the role, Community Workers (Case Managers) must agree to;</p> <ul style="list-style-type: none"> ▪ BMWF's Immunisation Policy ▪ BMWF's Code of Conduct ▪ Maintain First Aid certification 	
Annual Appraisal and Work plans	Participate in annual appraisal with CEO and professional development plan.
Skills, knowledge and qualification requirements	<ul style="list-style-type: none"> ▪ Tertiary qualifications in a relevant discipline such as psychology, social work, or a related field ▪ Demonstrated experience providing case management support to women with complex needs, particularly those exiting residential programs or inpatient mental health facilities. ▪ Demonstrated experience implementing Workplace Health and Safety (WH&S), risk management, and duty of care protocols. ▪ Demonstrated knowledge of and ability to apply therapeutic and behavioural intervention approaches, including Motivational Interviewing, Cognitive Behavioural Therapy (CBT), Dialectical Behaviour Therapy (DBT), 12-step recovery approaches, and voice-hearing coping techniques. ▪ Demonstrated understanding of the complexities associated with homelessness, housing, family and domestic violence, alcohol and other drugs (AOD), and health service systems. ▪ Ability to work within a trauma-informed, client-centred, and strengths-based framework. ▪ B Miles Women's Foundation considers that being a woman is a genuine occupational qualification under section 31 of the Anti-Discrimination Act 1977 (NSW) for all client facing/direct service roles.