



POSITION DESCRIPTION

Case Manager - Justice Housing Program

Location:	Canberra, ACT
Department:	Special Works
Reports to:	Team Leader Justice Housing Program
Direct reports:	Volunteers/Students
Classification:	Level 5

Organisation

The St Vincent de Paul Society Canberra/Goulburn (the Society) has been serving the local community since 1924. We are a charity based, not-for-profit organisation offering a 'hand up' to people in need, regardless of their creed, ethnic or social background, health, gender, or political opinion. We achieve this by respecting people's dignity, sharing our hope and by encouraging people to take control of their own destiny. We work to shape a more just and compassionate society.

Our commitment and delivery of our services to the community is through our people – members, volunteers, and employees. They work together daily and provide a hand up to people across the ACT and its surrounding areas, from Lake Cargelligo in the west, across the Snowy Mountains to Tumut, down to Eden, up to Batemans Bay and inland to Crookwell.

Values

Our own actions and behaviors in performing our duties are guided by the Society's Code of Conduct and organisational values of *Courage, Respect, Compassion, Advocacy, Integrity, Empathy* and *Commitment*.

Area of Work

Working within the area of Special Works our Justice Housing Program provides temporary occupancy support to those who otherwise would be incarcerated in the Alexander Maconochie Centre (AMC) due to a lack of suitable community-based accommodation or have no suitable alternative accommodation on release. The Justice Housing Program Case Manager will develop client-led case management plans with occupants in line with the ACT Wellbeing Framework. Your normal start and finish times will be between 9am and 5pm Monday to Friday however on occasion you may be required to work outside of these hours depending on client needs.

Your Opportunity

Case managers are responsible for implementing the day-to-day operations of the program and work in liaison with the team leader and coordinator. Their primary aim is to engage, assess and support people via holistic, sustainable case management plans, meeting the outcomes required of the program and the person. Case managers must be willing to work across a number of different life domains and work with clients with a variety of different presenting strengths and needs. They must prioritise a complex and varied case load to achieve outcomes, whilst working with minimum supervision.

Key Accountabilities

As a Case Manager you will be responsible for:

- Support all aspects of the day-to-day running of the program including nurturing stakeholder relationships, case management, practical outreach support and assisting people to achieve recovery goals.
- Ensuring all communication, assistance, services and support given to the people whom we assist is timely, appropriate and delivered using trauma informed practice.
- Deliver holistic and sustainable support plans, collaboratively with the person needing support and other service providers.
- Assist with the implementation of continuous business improvement of the program to ensure the structure, process and services meet current and emerging needs of our clients.
- Nurture positive relationships and work collaboratively with all key stakeholders involved with the people we support - both internal and external.
- Ensure that cross program support is provided and utilised to improve the value chain of the Society and any new initiatives.
- Other duties as directed.

Your Performance Indicators

Your contribution to the Society will be measured by your:

- Demonstrated overall commitment and contribution to the vision and strategic goals of the Society as outlined in its strategic plan, specifically your contribution to the delivery of a high-quality Community Inclusion Program, including:
 - Delivery of best practice solutions that meet the needs of individuals and enables them to develop a safe and supportive environment which stabilises their crisis / circumstances and allows them to live an independent fulfilled life.
 - Ensuring supported individuals are assisted to develop personal resources that increase their quality of life, connection to community, peer support, wellbeing and address the core issues that brought them to the service.
 - Commitment to and role modelling of the organisational values of the Society, guided by and in accordance with the Code of Conduct and compliance with policies and procedures, legislative and industrial requirements.
 - Contribution to inspiring, motivating and building the commitment and dedication of high performing and collaborative teams including your focus on actively working to build and develop positive working relationships with employees, suppliers, members, volunteers and clients.
 - Focus on activities to ensure the workplace culture is built on the wellbeing of people, trust, transparent communication with clear performance expectations, support, honest feedback, sharing of information and quality advice.
 - Quality maintenance of records ensuring they are up-to-date and accessible that facilitates efficient functioning of the program and society and meets legal and governance requirements, in line with the organisations recording keeping policies and procedures and conforming to privacy and other requirements.

- Appropriate and timely reports on the achievements against program objectives and recommendations for changes and improvements.

Capabilities, Knowledge and Experience

- A bachelor's degree, Certificate IV in Community Development or relevant qualifications and proven relevant experience in the field and/or extensive and deep expertise in a similar or related role.
- Demonstrated ability to prioritise your workload and provide high quality case management to clients with complex needs, whilst working with minimum supervision.
- Have the ability to work in a team as well as working independently, in a way that contributes to achieving the organisational goals.
- Have a high attention to detail, with an ability to identify issues and propose solutions focused on achieving practical and meaningful outcomes for clients.
- Have a proven ability to provide practical "hands on" advice and strategies for our clients.
- Have a measured and confident approach that engenders trust and supports collaboration from all stakeholders including management, employees, clients and volunteers. Will use subject matter expertise to influence others to support our clients to achieve their goals
- Have the ability to communicate with people at all levels of the organisation in a manner that engenders confidence and facilitates collaboration. Uses clear written and verbal communication to progress the aims of the program, including through case plans, and formal reports.
- Demonstrate a genuine concern for the wellbeing of both the individual and the organisation. This includes strong interpersonal communication and relationship building skills with the ability to consult and provide advice to all levels of the organisation including strong report writing skills.
- Proven experience planning, implementing and managing effective processes and projects, and demonstrated success in providing advice to leaders and managers including guiding people and business decisions.

Essential requirements

To be eligible for employment applicants:

- must hold working rights in Australia;
- A current First Aid Certificate and a current drivers licence
- if offered employment will be required to undergo a police record check and to successfully obtain or hold a Working with Vulnerable People Card (WWVP). To undertake these checks individuals must be willing to disclose all relevant and required information.



Work Environment Checklist – Case Manager – Justice Housing Program

The Society is committed to providing safe work environments for all workers, clients, and visitors. Risks to health and safety will be eliminated and controlled so far as reasonably practicable, and adequate training and PPE supplied for workers exposed to residual risks.

The purpose of this checklist, completed by the position’s supervisor, is to advise applicants of hazards inherently associated with the role.

To protect workers and the Society, some positions may be subject to confidential pre-employment medical assessments to identify applicant’s suitability for the role and any required reasonable adjustments.

Frequency Definitions		2	Infrequent, up to 1/3 of the role
0	Not applicable to role	3	Frequent, up to 2/3 of the role
1	Rare, incidental to role	4	Constant, over 2/3 of the role

For each of the following hazards, indicate whether position duties are expected to result in exposure:

Manual/Physical	0	1	2	3	4	Equipment Use	0	1	2	3	4
Prolonged sitting		x				Car/Truck			x		
Prolonged standing			x			Forklift	x				
Lifting from the ground		x				Pallet Jack	x				
Lifting above chest height		x				Computer/Keyboard				x	
Lifting/carrying 15kg	x					Kitchen appliances		x			
Reaching/stretching arms	x					Environmental	0	1	2	3	4
Repetitive arm/shoulder work	x					Low lighting	x				
Bending/leaning forward	x					Strong lighting	x				
Turning/twisting	x					Prolonged Noise	x				
Kneeling or squatting	x					Dusty environments	x				
Pushing/pulling	x					Vibration	x				
Fine motor skills/manipulation		x				Uncontrolled temperatures			x		
Use of ladders/stairs	x					Work outside – no shelter			x		
Trip hazards, uneven flooring		x				Work in client homes		x			
Other	0	1	2	3	4	Chemical/Biohazard	0	1	2	3	4
Work in isolation	x					Infectious Waste		x			
Remote work		x				Flammable Substances	x				
Psychosocial demands				x		Fumes/aerosols	x				
Critical incident response		x				Hazardous substances	x				

Additional Potential Hazards:

Supervisor: Mat Flynn

Date: 4 December 2025