

Housing Case Manager – Therapeutic Rehabilitation Program

Position Description

Role Details:

Position Title	Housing Case Manager – Therapeutic Rehabilitation Program
Reporting to	Client Services Team Leader
Liaises with internally	Beyond Housing staff and the Shepparton Drug Court.
Liaises with externally	Program Participants, relevant service providers, DFFH and Real Estate Agents.
Supervises	No direct reports.
Purpose of the Position	<p>The Housing Case Manager provides housing-focused support to participants who are completing a custodial sentence and have a history of homelessness. This role operates within a multi-disciplinary team dedicated to reducing substance use and re-offending among individuals subject to a Drug and Alcohol Treatment Order (DATO).</p> <p>The Housing Case Manager works to identify and address barriers that increase the risk of homelessness and re-offending. Responsibilities include liaising with the Shepparton Drug Court to report participant progress and inform decisions regarding each DATO. By improving access to housing, supporting tenancy sustainability, and ensuring housing continuity, the role aims to enhance the likelihood of successful completion of the DATO</p>

Hours	Part time 0.6FTE (Tuesday, Wednesday and Thursday)
Salary/Rate	Social, Community, Home Care and Disability Services Industry Award – Level 4.
Essential Criteria	<ol style="list-style-type: none"> 1. Qualifications and/or experience relevant to the role. 2. Developed communication, advocacy and negotiation skills. 3. Proven experience in a client focused role with the ability to deliver a high standard of customer service and meet the needs of complex participants. 4. Highly developed administration skills including the sound application of database management programs and MS Office/Outlook. 5. Proven ability to manage time effectively, including to prioritise tasks and meet deadlines. 6. Ability to understand, interpret and apply relevant legislation including Privacy, Anti-Discrimination, Equal Opportunity during daily work. 7. Current driver's licence.
Key Performance Indicators	<ul style="list-style-type: none"> • Weekly contact with allocated participants/contact with Court regarding their case (if incarcerated) • Adhering to requirements outlined in the program framework. • Develop and maintain strength-based housing plans, which cover intake/assessment, crisis support, short term housing, support to maintain tenancy and exit planning into long term housing. • Accurate recording of case notes to be entered into the PRAISE data platform and SHIP client management system. • Prepare written submissions for the court on participants progress for twice a week case conference. • Develop and maintain quality networks including with accommodation providers and other relevant service providers.

Capability Framework:

Key Area	Detail
<p>Understand the contemporary homelessness context</p>	<ul style="list-style-type: none"> • Knows and applies the standards, rules and commitments under which funded organizations operate • Is aware of available housing and support options for participants • Establishes and maintains professional relationships and networks.
<p>Understand participants and their needs</p>	<ul style="list-style-type: none"> • Understands the structural causes, pathways into, and impacts of homelessness • Understands and responds to the needs of diverse groups • Applies strengths-based approach • Promotes client participation and listens actively • Communicates appropriately and effectively
<p>Determines solutions</p>	<ul style="list-style-type: none"> • Identify problems and find solutions • Makes decisions appropriately
<p>Deliver Services</p>	<ul style="list-style-type: none"> • Understands and uses internal systems and processes • Advocates and influences • Outcomes focused • Is quality focused
<p>Manage Self</p>	<ul style="list-style-type: none"> • Manages time effectively • Is adaptable and flexible • Demonstrates resilience • Demonstrates self-care and awareness of health & wellbeing

Responsibilities:

Key Area	Focus Area	Tasks
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Service delivery	<i>Intake & Assessment</i>	<ul style="list-style-type: none"> • Screening and prioritisation of participants for assistance. • Undertake an Initial Needs and Risk Assessment. • Undertake an assessment of participants current and future housing needs. • Complete appropriate referrals to support services to address immediate need (material aid etc.). • Secure crisis accommodation if required. • Assist in transitioning towards short-term accommodation.
	<i>Case management and Referral</i>	<ul style="list-style-type: none"> • Develop a person centred strength-based housing exit plan in collaboration with the participant. • Complete referrals to appropriate support. • Assist participants in accessing housing either public, social or private. • Monitor participants in transitional housing to ensure appropriate long-term housing goals are met. • Carry out outreach as required. • Support participants with exit planning and provide support when participants secure long term housing.
	<i>Advocacy</i>	<ul style="list-style-type: none"> • Assist participants to participate in decisions about their housing needs. • Advocate to the Court on behalf of client on their housing options. • Advocate on behalf of participants to assist them resolve crisis and short-term accommodation issues. • Advocate for participants with real estate agents and social housing providers. • Advocate for participants on their ability to manage their own risk
	<i>Case and allocations meetings</i>	<ul style="list-style-type: none"> • Attend and contribute to treatment planning meetings. • Attend and contribute to property allocations meetings. • Attend and contribute to case conference meetings, with a willingness to speak in support of presented documentation. • Attend risk-management meetings when required.

Administration	<i>Participant Management System, PRAISE and SHIP.</i>	<ul style="list-style-type: none"> • Ensure accurate, appropriate and relevant information is recorded in participant notes in accordance with legal requirements.
	<i>Housing application</i>	<ul style="list-style-type: none"> • Assist in completing a housing application, according to DFFH guidelines. • Submit a Housing with Support application in accordance with the Victorian Housing Register (VHR).
	<i>General Administration</i>	<ul style="list-style-type: none"> • Complete administrative tasks associated with job role as required. • Assist with supporting the team more broadly as required.
Develop and maintain appropriate networks		<ul style="list-style-type: none"> • Maintain links with appropriate accommodation providers such as caravan parks, real estate agents and other housing providers. • Develop appropriate networks that align with the Therapeutic Rehabilitation Program and participant outcomes. • Develop relationships with a range of service providers, working collaboratively, to assist in participant outcomes.

<p>Contribution Beyond Housing</p>	<p>to <i>Broad activities of Beyond Housing</i></p>	<ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation. • Act in a manner and represent the organisation in a way that is consistent and reflective of the Beyond Housing values • Adhere to Human Resources policies including anti-discrimination, code of conduct, harassment and equal opportunity policies. • Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and clean work environment. • Display a positive attitude, treat others with respect and be an active member of the team • Follow lawful directions provided by senior members of the team. • Abide by relevant legislation including Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings. • Maintaining a National Police Check and Victorian Working with Children Check. • A demonstrated understanding and respect of the Child Safe Standards and child safety principles including the safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds, children who identify as LGBTIA+ and children with a disability. • Knowledge of MARAM (Multi Agency Risk Assessment and Management Framework) and an understanding and application of information sharing scheme FVISS and CISS
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I hereby understand the requirements of the position and will fulfil the obligations required for the tasks, responsibilities, and needs of the business.

Name

Date

Instructions:

1. Staff should read this Position Description carefully and ask questions if any clarification is needed.
 2. Staff should retain a copy of this Position Description for their own reference and use.
 3. This is a living, breathing document and may change with the needs of the organization. Staff and Managers should discuss changes in the position as they arise.
 4. Managers must provide a copy of this Position Description with their letter of offer.
 5. Managers must discuss all requirements in this Position Description with their staff member.
 6. A signed copy of this Position Description must be returned to Human Resources.
 7. Human Resources will place a signed copy on the staff member's file.
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