



## POSITION DESCRIPTION CASE MANAGER

<b>Location:</b>	Samaritan House   Hackett, ACT
<b>Department</b>	Special Works
<b>Reports to:</b>	Samaritan House Coordinator   Samaritan House Senior Case Manager
<b>Direct reports:</b>	Duty Managers   Volunteers
<b>Classification:</b>	Community Level 5.1

### 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 behaviours 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*.

### Position Primary Purpose

Working within the area of Special Works, Samaritan House is a 13 bed, crisis accommodation program for men aged 18 years and over. The program operates 24 hours a day, seven days a week and is located in the North of Canberra.

Samaritan House has provided support and accommodation to single men in the Canberra region since 1995 and is the only provider of supported crisis accommodation for single men in the ACT.

Working within the Samaritan House team, the Case Manager will work as part of a small team providing Case Management, assistance, and support to Samaritan House companions and team members, and will be reporting to the Samaritan House Coordinator.



## Key Accountabilities

The Case Manager will be responsible for:

- Delivering Case Management | Coordination for Samaritan House companions.
- Developing and maintaining formal companion directed case planning utilizing Outcome Star.
- Maintaining SHIP case notes and case plans in a concise and professional manner.
- Preparing and distributing comprehensive and up to date companion related handover to Coordinator, Senior Case Manager, and Duty Managers.
- Administrative tasks as assigned by Coordinator and Senior Case Manager.
- Supporting companions to access relevant services and accommodation options.
- Liaising with service providers, healthcare providers, and other relevant agencies in the context of companion care.
- Undertaking financial transactions and tenancy management within the provisions of the Privacy Act and government grant guidelines, ensuring the highest level of confidentiality is maintained at all times.
- Demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences, and perspectives.
- Adhering to the policies and procedures of the Society, including the organisation's Values and Code of Conduct.

Performing other duties consistent with the position classification level and skills.

## Performance Indicators

The Case Manager's contribution to the Society will be measured by:

- 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 service as a member of the Samaritan House team including:
  - Actively contributing to the effective and efficient delivery of Samaritan House operations, ensuring it meets the recognised needs of the community and fulfills the mission of the Society.
  - Supporting the Coordinator, Senior Case Manager, and Duty Manager/s, in providing a high level of customer service and ensuring they have access to accurate, timely and relevant information and resources to enable them to perform their role/s to the highest level.
  - Maintenance of accurate data and information critical to the delivery of service and relevant compliance requirements.
- 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 building the commitment and dedication of high performing and collaborative teams including your focus on actively participating to develop positive working relationships with employees, suppliers, members, volunteers, and companions (the people we assist).
- Focus and 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, and completion of reports and administration tasks that ensure the needs of Samaritan House companions are met, and meet legal and governance requirements, in line with the organisation's recording keeping policies and procedures.
- Ability to deliver against agreed work plans/objectives, developed collaboratively with the Coordinator and Senior Case Manager and critical to the delivery of Samaritan House operations and the overall success of the Society.

## Capabilities, Knowledge, and Experience

To be successful in the role the Case Manager will be required to have:

- A Diploma of Community Services or equivalent with demonstrated previous experience in a Case Management related role and/or have extensive proven commensurate experience in a similar position within a complex work environment.
- A proven ability to work independently and as part of a team, contributing effectively with a collaborative mindset to achieve organisational goals, having a high attention to detail, with an ability to identify issues and propose solutions and be able to multi-task to meet service deadlines through excellent time management skills.
- A demonstrated record of efficient and effective administration performance in the support area in a service delivery, community sector or comparable organisational setting.
- Flexibility in work to be able to multitask on projects and manage day to day operations in a high-volume administration area with a high-level resilience to perform work of a time critical nature.
- The ability to communicate with people at all levels in a manner that conveys genuine concern for the wellbeing of the individual, this includes demonstrated strong interpersonal, empathetic listening and verbal communication relationship building skills.
- The ability to understand information provided from various sources, like to be informed and work hard to keep up to date on relevant matters and areas of service, to ensure provision of appropriate information.
- High level of proficiency in the use of technology (Microsoft Office Suite) along with demonstrated experience in the operational use of record keeping database packages, including efficient and accurate data entry skills.



### Essential requirements

To be eligible for employment at the Society applicants:

- must hold working rights in Australia.
- must hold a current driver licence.
- 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 – Samaritan House

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				<b>Environmental</b>	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			
<b>Other</b>	0	1	2	3	4	<b>Chemical/Biohazard</b>	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: Elizabeth Carr

Date: 29 April 2026