



POSITION DESCRIPTION

Street to Home Case Manager

Location:	Canberra, ACT
Department:	Special Works
Reports to:	Street to Home Coordinator
Direct reports:	Volunteers
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 Street to Home program supports people who are 'sleeping rough' and/or experiencing chronic long-term homelessness in Canberra. It offers both case management and assertive outreach to assist people who are experiencing chronic homelessness, with a focus on physical health, mental health, housing, and legal issues. Street to Home has six units offering supported transitional accommodation for rough sleepers.

Street to Homework under the Service Guarantee from Specialist Homelessness Services and upholds the ACT Mental Health Charter of Rights.

The Street to Home staff actively seeks those sleeping rough and engage with them to build relationships based on understanding and respect. Our staff will continue to offer support even if initially turned away.

Your Opportunity

Case managers are responsible for the day-to-day operations of their work in liaison with the coordinators. 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. Our clients may be site-based or outreach. Case managers must be willing and able to work across a range of programs and client types in order to match demand. 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:

- All aspects of the day-to-day running of relationships, case management and support operations of the program relate to persons needing support and to facilitate achievement of recovery goals.
- Ensuring all communication, assistance, services, and support given to the people whom we assist is timely and appropriate and provided with a high level of customer service.
- Creating holistic and sustainable support plans, collaboratively with the person needing support and other service providers.
- Performing initial assessments for identification of relevant support with ongoing reviews to gauge the effectiveness of services with any required amendments of services, assistance, and referrals. The timely and accurate completion of documentation, records, and statistics as appropriate and within the provisions of the Privacy Act, maintaining confidentiality at all times.
- Assisting with the operational analysis and implementation of continuous business improvement of the services offered to ensure the structure, process and services meet current and emerging needs.
- Creating and developing positive relationships and working collaboratively with all key stakeholders involved with the people we support - both internal and external.
- Ensuring 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

To be successful in the role you will be required to have:

- Tertiary qualification in Social Work/Community Services Sector and proven relevant experience in the field and/or extensive and deep expertise in a similar or related role.
- Demonstrated and proven ability to prioritise and provide quality and complex case management with a varied case load, whilst working with minimum supervision, including flexibility to work across a range of programs and client types.
- Have the proven ability to work with a broad range of people and teams as well as work independently, contributing effectively to achieve organisational goals. Having a high attention to detail, with an ability to identify issues and propose solutions and be focused on achieving practical and meaningful outcomes.
- Show evidence of a proven ability or clear capability to look beyond immediate workplace requirements and provide practical “hands on” advice on strategies and policies to achieve effective program delivery.
- Have a measured and confident approach that wins trust from management, employees, clients, and volunteers in terms of subject expertise, working collaboratively with proven negotiation and influencing skills.
- Have the ability to communicate with people at all levels of the organisation in a manner that wins rapport and confidence in the nature of the advice and conveys 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.
- must hold a current driver licence.
- current first aid certificate or willingness to obtain one
- 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 – Street to Home Case Manager

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
Prolonged sitting		x			
Prolonged standing			x		
Lifting from the ground		x			
Lifting above chest height		x			
Lifting/carrying 15kg	x				
Reaching/stretching arms	x				
Repetitive arm/shoulder work	x				
Bending/leaning forward	x				
Turning/twisting	x				
Kneeling or squatting	x				
Pushing/pulling	x				
Fine motor skills/manipulation		x			
Use of ladders/stairs	x				
Trip hazards, uneven flooring		x			
Other	0	1	2	3	4
Work in isolation	x				
Remote work		x			
Psychosocial demands				x	
Critical incident response		x			

Equipment Use	0	1	2	3	4
Car/Truck			x		
Forklift	X				
Pallet Jack	X				
Computer/Keyboard				x	
Kitchen appliances		x			
Environmental	0	1	2	3	4
Low lighting	x				
Strong lighting	x				
Prolonged Noise	x				
Dusty environments	x				
Vibration	x				
Uncontrolled temperatures			x		
Work outside – no shelter			x		
Work in client homes		x			
Chemical/Biohazard	0	1	2	3	4
Infectious Waste		x			
Flammable Substances	x				
Fumes/aerosols	x				
Hazardous substances	x				

Additional Potential Hazards:	
Supervisor: Keshal Raj	Date: 14/10/2025