

Position Description

Position Title:	Case Manager - Families Crisis & Transitional Support	Position Number:	Multiple Positions
Reports To:	Coordinator - Families Housing & Support	Location:	South Melbourne
PD Number:	PDHSI091	Classification:	Band 4

Organisation Overview

Launch Housing is passionately committed to achieving our vision of ending homelessness and providing a strong focused voice on homelessness driven by our values; empowering, adaptable, courageous and caring.

We are Melbourne's largest independent secular specialist homelessness organisation and the 'go to' organisation on homelessness for government, media, philanthropy, supporters and the community.

From providing high quality housing and an innovative range of support, education and employment services, we bring solutions to homelessness under one roof for thousands at risk of, or experiencing the crisis and trauma of homelessness. Clients are at the centre of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop solutions at scale, and to make Melbourne a world leading city in ending homelessness.

Launch Housing is an Equal Opportunity employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, people with a lived experience of homelessness and people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex or queer.

To find out more, visit our website at launchhousing.org.au.

Position Overview

Launch Housing South Melbourne is a residential facility that provides temporary accommodation for families, case management support, transitional support and specialised services for vulnerable children and families. Launch Housing South Melbourne has 7 family units for families and children experiencing homelessness.

The Families Crisis and Transitional Support Case Management team at South Melbourne is part of Launch Housing's Specialist Child & Family Services area within the broader Families & New Beginnings function. The Families Crisis and Transitional Support Case Management team provides flexible and responsive support to families and children to assist them in achieving dignified and sustainable housing, health and wellbeing outcomes. The Families Crisis and Transitional Support Case Management team provide support to families and children in an outreach capacity, as well as managing support to families in crisis accommodation units located on site.

The Case Manager - Families Crisis and Transitional Support works within a Case Management team at South Melbourne to deliver high quality, housing first and trauma informed support services to families and children experiencing homelessness using the Launch Housing Practice Framework to guide best practice.

Launch Housing Leadership Framework

At Launch Housing, we believe that leadership is not defined by position or title – but by the mindset you bring and the actions you take. We also believe that leadership is learnable – that there is a body of knowledge, skills and dispositions associated with leadership that can be learned.

The Launch Housing Leadership Framework outlines the key expectations and behaviours required for effective leadership at every level. This role is aligned to the Leading Self proficiency level within the framework, reflecting the responsibility to demonstrate professionalism, personal accountability, self-awareness, and continuous development.



Key Outcomes

Service Delivery

Success will look like:

- Engaging with clients to determine eligibility for the organisation's services and refer clients to other more relevant services if required.
- Using trauma-informed theories and frameworks to provide clients with best practice case-management.
- Developing case plans in conjunction with clients and implement strategies that enable clients to achieve their goals by building on their strengths and focusing on solutions.
- Creating positive working relationship with clients through on-going rapport building.
- Assisting clients to obtain longer term housing options, both within and/or independently of Launch Housing's supported accommodation program.
- Initiating and maintaining contact with vulnerable clients using flexible engagement strategies to achieve case plan goals.
- Transporting clients and children when necessary.
- Assertive outreach response when necessary, including engaging the police for welfare checks.
- Supporting improvement of client outcomes and satisfaction, through a person-centred and trauma informed approach, harm reduction and recovery-oriented practices.
- On-going engagement with clients in family violence safety planning through the Multi-Agency Risk Assessment and Management Framework (MARAM).
- Utilising available family violence funding to maximise resources available to client.
- Ensuring clients maximise all government and community income assistance and support.
- Working within legislative frameworks to provide safety for children and families through engagement and advocacy within Child Protection, Victoria Police and judicial systems.
- Advocating on behalf of clients and arranging referrals to other agencies to ensure access and delivery of appropriate services.
- Coordinating services required by the client and client's family and monitoring their ongoing effectiveness.
- Working within a multidisciplinary team both within Launch Housing as well as across external agencies to coordinate case plan goals.

Administration & Compliance

Success will look like:

- Accurately maintaining client files and records in accordance with organisation procedures on a computer case management software system.
- Actively participating in organisation structures and meetings, including supervision, coaching, and professional development.
- Participating in the collection of evaluation data.
- Undertaking administration duties that ensure a high level of accountability, confidentiality, and efficiency
- Participating in service review and development, and identifying and sharing good practice across Launch Housing program areas.

Collaboration, Culture & Organisational Contribution

Success will look like:

- Actively engaging in continuous improvement within your team and across the organisation.
- Building and maintaining strong, respectful relationships with colleagues, clients, and external partners.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct and Child Safe Code of Conduct.
- Translating Child Safe Standards into day-to-day practice to ensure a child-safe environment is maintained at all times.
- Contributing to a safe, inclusive and supportive workplace where everyone feels valued, respected and heard.
- Demonstrating professionalism, empathy and discretion in all work-related interactions.
- Handling personal and organisational information with care, confidentiality and integrity.



- Sharing knowledge and supporting the capability and development of others across the organisation.
- Participating in organisational initiatives, working groups or projects aligned with Launch Housing's values and strategic goals.
- Undertaking other duties as required, aligned with organisational priorities and operational needs.

Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

Incumbents in this position will undertake ongoing up-skilling both internally and externally. This position requires the following:

- Moderate specialised knowledge related to the work area
- Working knowledge of work practices and policies relevant to the work area
- Working knowledge of statutory requirements relevant to the workplace
- Working knowledge of their workplace function and operation
- Working knowledge of administrative practices and procedures
- Developing knowledge of wider organisational structures and functions

Organisational Relationships

Level of Supervision

The position is supervised on a general basis, except where supervision is not required by the nature of the responsibilities being undertaken.

Level of Direction

Works under general direction.

Availability of Assistance

Assistance available when required and when problems occur.

Extent of Authority

Level of Management Responsibility

May supervise a limited number of lower classified employees and/or volunteers.

Involvement in the Development or Creation of Work Practices and Procedures

May contribute to matters for which there are no clearly established practices and procedures.

Involvement in the Preparation of Budgets and Financial Reporting

Nil.

Freedom to Act

Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.

Monitoring of Work Outcomes

Work outcomes are monitored regularly depending on complexity.

Provision of Assistance

This role may provide limited assistance to lower classified employees.



Problem Solving

Solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines.

Key Selection Criteria

- A relevant tertiary qualification – social work or related discipline (desirable).
- Demonstrated understanding of the impact of homelessness on families.
- Experience working effectively with families within the homelessness and/or family violence service systems.
- High degree of initiative and analytical skills, including well-developed organisational and time-management skills.
- A valid Victorian driver's licence (mandatory).
- Understanding of, or a demonstrated commitment to upholding, Child Safe Standards in the workplace.
- Strong communication and interpersonal skills, with the ability to engage effectively with people from diverse backgrounds.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

