

Position title:	Case Manager	Reporting to:	Team Leader
Program:	Intensive Housing Support Services (IHSS)	Location:	Alice Springs
Approved:	Director Regional Development	Date:	APRIL 2025
Comments:	Please note that this position requires flexibility to work outside of normal hours and participation in the shared 24/7 On Call roster. This position works across a diverse range of settings including but not limited to, a person's home and other community settings.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will work with Department of Housing, Local Government & Community Development to receive referrals to the Intensive Housing Support Service (IHSS) when a property is allocated, to provide prevention/early intervention, intensive tenancy support. IHSS will provide a holistic wrap around case planning and coordination to ensure tenants have access to and the capabilities to sustain a tenancy and decrease the likelihood of tenancy crisis and/or eviction occurring. IHSS will be able to identify, assess and develop strategies to support tenants to adequately manage the complexities that come with transitioning into their Public Housing or private rental properties. Using a culturally safe, trauma informed, strength-based framework you will provide intensive tenancy support, information, referrals, advocacy, and group work, which meet client needs, builds capacity of the target group and regional service system, and raises community awareness about the nature, extent and appropriate responses to housing and homelessness. You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations.

Selection Criteria

Position Specific Requirements

1. Qualifications in human Services / Social Sciences combined with two-three (2-3) years direct experience working with high risk / vulnerable young people and families in community-based environments (essential).
2. Knowledge of the housing & homelessness system, child protection system and local youth, family service systems.
3. Demonstrated experience in assessment, assertive outreach strategies and ability to effectively managing complex issues relation to homelessness and assisting families to sustain tenancies in the longer term.
4. Ability to maintain personal and professional boundaries and make complex client related decision making.
5. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff, and Aboriginal Controlled Organisations
6. Ability to promote the service and raise awareness of issues impacting on the target group of vulnerable people and create innovative responses to address needs
7. Ability to deliver information sessions to individuals and groups
8. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers, and key stakeholders.

9. Well-developed writing and ICT skills including the ability to master data collection systems maintain client related records and produce good quality internal and external reports on time.
10. Demonstrated teamwork skills, resilience, ability to multitask and work under pressure and commitment to a productive, cooperative, and friendly workplace and be available to participate in a 24/7 on call roster.
11. Willingness to participate in supervision, reflect on practices, review performance, and adhere to work plans and reasonable workplace directives.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Provide holistic wrap around case planning, coordination, culturally safe, trauma informed case management of IHSS.

- Provide Intensive case management based on assertive follow-up and outreach support provided to tenants and/their families who meet eligibility requirements and who were accepted into the IHSS.
- Flexible intensive case management involves early engagement with people referred to IHSS and will be implemented to establish a supportive and proactive relationship with the person that builds trust and a sense of "being with" the person through their housing transition journey.
- Undertake intensive assessment to identify presenting issues and needs, to develop a robust case plan with clear goals and actions
- Coordinate and work with allocated services to create sustainable holistic support networks, through the provision of referrals, linkages and integration with specialist services.
- Identify tenancy and associated issues before a crisis situation occurs and work to address and put appropriate support needs in place.
- Reduce involvement of Public Housing Officers/Police through holistic and robust intensive case management plans and support to prevent eviction and increase Tenants capacities to navigate the complexities they may be experiencing.
- Ensure client support and case management services are culturally safe, strengths based, solution focused, and trauma informed with a focus on engagement, respectful relationships, and practical outcomes in line with agreed case work plans and group work programs.
- Anglicare NT IHSS will work closely with the Housing Allocations Teams who oversee the properties and tenancies.
- Mentor and support the development of tenancy skills with people and families involved in the program through an approach of doing together to develop understandings and skills.
- Ensure safety audits are undertaken; implement strategies to manage risk in relation to the potential for aggression, self-harm, suicide attempt, domestic / family violence, elder abuse and/or child protection concerns particularly as it relates to home visits and outreach work.
- Contribute to a service culture of empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Work across the Alice Springs office sites. This position requires participation in the shared 24/7 On Call roster and involves flexibility in working outside business hours at times.

2. Provide high level stakeholder and network engagement

- Maintain network of relevant government, non-government and Aboriginal Controlled organisations and relevant

private providers in order to leverage support for the target group.

- Ensure engagement with stakeholders to develop and work together on community projects of common concern.
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing the target group.
- Support and participate in regular documented team meetings which include general business, client updates / case reviews, service planning and in-service training.

3. Provide program administration, client records and reports

- Maintain comprehensive client documentation, ensuring data is entered correctly into the Specialist Homelessness Information Platform (SHIP) and client file records are up to date and ready for audit and/or provision to external authorities as required.
- Contribute to quarterly reporting to Department of Children & Families and internal reporting, ensuring content is accurate and of high quality.
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence are met.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Undertake other tasks as directed by the Team Leader and Program Manager Housing Support Services, commensurate with your skills and qualifications including acting higher / different lateral duties.

4. Maintain program quality within YHOPP

- Embed reflective practice into IHSS to ensure valuable learning's from client and stakeholder feedback, complaints and investigations are captured and lead to service improvements.
- Contribute to service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of client friendly client feedback approaches.
- Maintain a safe working environment in accordance with legislative requirements and policies and procedures, with a strong focus on prevention, mitigation of risk and intensive case management.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position has no direct reports.