

## Position Description

**Position Title:** Case Manager – Resident Engagement

**Position Number:** POS932

**Reports To:** Coordinator – Resident Engagement

**Location:** Viv's Place Dandenong

**PD Number:** PDHSI168

**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](http://launchhousing.org.au).

## Position Overview

### Viv's Place

Viv's Place is a purpose-built, long-term supportive housing program operated by Launch Housing. The service provides long term accommodation that is safe, secure, and affordable for women and children who have experienced homelessness or are at risk of homelessness. The program aims to support residents in achieving housing stability, recovery, and independence through a trauma-informed and person-centred approach.

Viv's Place comprises 60 self-contained apartments and offers residents access to integrated housing, case management, and specialist support services. The model is designed to provide holistic support that promotes wellbeing, strengthens resilience, and enables families to build sustainable and independent futures.

## Case Manager Role

The Case Manager role is a newly established position at Viv's Place, created to enhance the support available to women, children, and families residing within the program. The role focuses on delivering flexible, responsive, and client-centred case management services that assist residents in achieving dignified and sustainable housing, health, and wellbeing outcomes.



Working within a trauma-informed framework, the Case Manager will partner with residents to identify goals, address barriers, and connect them with appropriate internal and external supports. The role is guided by the Launch Housing Practice Framework, ensuring best-practice service delivery that is respectful, strengths-based, timely, and responsive to the unique needs of each family.

The overarching vision of the role is to empower residents to achieve stability, recovery, and independence while fostering positive outcomes for both women and children.

## 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 support needs and eligibility for external organisation's services and complete referral.
- 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 identified goals.
- Creating positive working relationship with clients through on-going rapport building.
- Initiating and maintaining contact with vulnerable clients using flexible engagement strategies to achieve case plan goals.
- Providing assertive engagement 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).
- 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 SRS and other relevant systems.



- 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**

Nil – however may provide limited guidance to lower classified employees.

### **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 some assistance to lower classified employees.

### **Problem Solving**

Solutions to problems may require the exercise of some judgment, with guidance generally being 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.

