

Position Description

Case Worker – Service Navigator

Position Title:	Case Worker – Service Navigator
Manager/Reports to:	Homelessness & Complex Care Team Leader
Division:	Client Services
Program:	Connected Communities
Primary Location:	Level 2, Victorian Pride Centre, 79-31 Fitzroy St, St Kilda, VIC 3182
Other Location:	Multiple sites when required, including Park Towers (322 Park Street, South Melbourne)
Classification (Grade/Level):	Level 4
Enterprise Agreement or Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 or its successor
Mode of Employment:	Fixed term - Full Time

Better Health Network

Better Health Network (BHN) is a not-for-profit organisation providing integrated health and wellbeing services to people of all ages in communities across south-eastern Melbourne. We proudly provide a wide range of services to support healthy living, general wellbeing and social connection. These include specialist medical services, dental and allied health, nursing and counselling services, as well as aged care social supports and NDIS disability services. With the vision, your health, your choice, your way, we exist to deliver accessible services that meet the needs of our communities and use our influence to create positive change. BHN delivers housing and homelessness support to individuals experiencing, or at threat of, homelessness.

This program provides assertive outreach, case management, early intervention, assessment advocacy and coordinated support to address immediate housing need while strengthening long terms stability well-being and social inclusion. We support communities to navigate and connect with services, opportunities to bring people together through community activities and identify housing supports or facilitation relocation. Services are delivered in partnership with government departments, local housing providers, specialist homelessness services and community agencies in Southern Metropolitan Melbourne.

Position Objective

The Case Worker, Service Navigator is a site-based social work position located at Park Towers, providing a visible and trusted point of contact for residents. Working from a resident-centred, strengths-based approach, the role supports resident wellbeing through proactive engagement, early intervention, advocacy, service navigation and brief case management.

The role assists residents to access health, housing, welfare, community and specialist services, helping them overcome barriers and address emerging needs. Through formal and informal engagement, the Case Worker

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facilitates referrals, coordinates support and promotes independence, social inclusion, community participation and improved quality of life.

Maintaining a strong onsite presence, the position identifies resident needs, responds to emerging issues and works collaboratively with residents, community organisations and service providers to ensure timely and coordinated support. As a key member of the Community Building Program, the Case Worker contributes to a safe, connected and supportive residential environment for the Park Towers community.

Key Responsibilities

Case worker Service Navigator

- Build positive and professional relationships with residents of Park Towers, providing a visible, welcoming and accessible point of contact within the building.
- Proactively engage residents to identify emerging health, wellbeing, housing, social and community support needs and respond through a person-centred and strengths-based approach.
- Conduct initial assessments and brief interventions to identify resident needs, risks, barriers and support options, including issues relating to health, mental health, housing stability, social isolation, alcohol and other drug use, family circumstances and community participation.
- Provide information, advice and service navigation support to residents, facilitating access to relevant health, welfare, housing, aged care, disability, community and specialist services.
- Support residents to understand and access available services, including assisting with referrals, service coordination, appointment scheduling, advocacy and follow-up support where required.
- Maintain an active presence throughout the building to foster resident engagement, promote wellbeing and strengthen connections between residents and local support services.
- Provide short-term, case work and care coordination for residents experiencing complex or emerging issues, ensuring timely connection to appropriate supports.
- Advocate on behalf of residents to reduce barriers to accessing services and improve outcomes across health, housing and social support systems.
- Develop and maintain collaborative relationships with internal and external service providers, community organisations, government agencies and healthcare services to facilitate service access and coordinated support responses.
- Identify residents who may benefit from additional supports and facilitate referrals to appropriate internal and external programs.
- Support community development initiatives that promote resident wellbeing, social inclusion, independence and community participation within Park Towers.
- Facilitate information sessions, community activities and engagement opportunities that increase awareness of available services and improve resident connectedness.
- Recognise, assess and respond appropriately to risks affecting residents, including health and wellbeing concerns, vulnerability, safety issues and social isolation, escalating concerns in accordance with organisational policies and procedures.

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- Maintain accurate, timely and confidential records, case notes, referrals and resident interactions in accordance with organisational standards and privacy requirements.
 - Participate in case discussions, service coordination meetings, professional supervision, training and continuous quality improvement activities.
 - Maintain current knowledge of local health, housing, welfare and community service systems to ensure residents receive accurate information and appropriate referral pathways.
 - Contribute to a positive, collaborative and resident-focused culture within Park Towers and across partnering services
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Organisational Responsibilities

(Self) Leadership:

- Stay current with industry developments, enhancing professional knowledge and technical skills to maintain best practice.
- Adapt to organisational needs, undertaking additional responsibilities as required to support BHN's operations and strategic priorities.
- Ensure ongoing compliance, adhering to relevant legislation, funding guidelines, service standards, and contractual obligations.

Occupational Health & Safety:

- All employees are responsible for taking reasonable care of their own health and safety, as well as the safety of others affected by their actions at work, and for adhering to BHN's Occupational Health & Safety frameworks.

Risk Management:

- Actively identify, report, and manage risks to ensure a safe and efficient work environment.

Quality:

- Follow BHN's policies and procedures to ensure compliance and consistency in service delivery.
- Engage in quality improvement initiatives and actively involve clients in these activities when applicable.

Behavioural:

- All employees are expected to demonstrate behaviours and capabilities that align with our organisational values of Accountability, Collaboration, Respect, and Courage. These expectations are tailored to the level of responsibility associated with each role. The specific capabilities for this position can be found in BHN's Values Capability Matrix.
 - Perform duties in accordance with BHN policies and procedures.
 - Undertake other duties as reasonably directed.
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Working Relationships

Direct Reports:

- Nil

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Internal working relationships include:

- Allied Health programs
- Mental Health and Community Services programs

External working relationships include:

- Relevant health, housing, welfare and support agencies
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Key Selection Criteria

Essential Qualifications

- Relevant tertiary qualifications in Social Work, Psychology, Community Services, or a related field.

Essential Experience

- Demonstrated experience in case management, particularly with vulnerable and marginalized adults facing complex issues such as homelessness, poor health, and lack of service connection.
- Experience in empowering clients to build their capacity and achieve greater independence. e Ability to provide education, resources, and support to help clients develop self-sufficiency.
- Comprehensive understanding of the key determinants of health outcomes and how they impact clients' wellbeing.

Essential skills and attributes:

- Strong understanding of the social and community services sector, including knowledge of relevant legislation, policies, and best practices.
 - Excellent assessment, planning, and coordination skills to develop and implement individualized case management plans.
 - Ability to conduct effective outreach and engage with clients in diverse community settings.
 - Exceptional communication skills, both written and verbal, with the ability to build rapport and maintain positive relationships with clients, colleagues, and service providers.
 - Ability to integrate this understanding into case management practices to achieve better health outcomes for clients.
 - Strong advocacy skills to effectively represent clients' needs and ensure they receive appropriate services.
 - Proven ability to think critically and solve problems creatively, particularly in crisis situations.
 - Flexibility to adapt to changing program requirements and work within multiple funded programs.
 - Demonstrated ability to identify service gaps and contribute to the development of the service system.
 - Experience in attending industry networking events, forums, and meetings to stay informed about best practices and emerging trends.
 - Ability to build and maintain professional relationships with key stakeholders and service providers.
 - Strong organisational skills with the ability to manage multiple tasks and priorities effectively.
 - Proficiency in maintaining accurate and up-to-date client records, including assessments, case plans, and progress notes.
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Inherent Requirements

BHN endeavours to provide a safe working environment for all staff. The below describes the critical inherent requirements associated with this job.

Physical

- Frequent movement, standing, sitting and computer tasks, manual handling, or use of equipment in line with role/task requirements

Cognitive

- Attention to detail and task accuracy to minimise risk to self and others.

Psychosocial

- Exposure to emotional situations; resilience required to manage stress.
- Must report hazards, incidents, and follow safe work procedures (WHS duty of care).

Compliance

Compliance Responsibilities: It is the responsibility of both the Manager, and Incumbent(s) of the role to ensure the employee(s) performing the role meet relevant requirements of Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes. It is the responsibility of both the Manager, in partnership with People and Culture, to ensure that probity checks remain compliant.

Probity checks must be completed as indicated ☐

☒ National Police Check [Mandatory]*	☒ Working with Children Check [Mandatory]
☒ Evidence of Right to Work in Australia [Mandatory]	☒ NDIS Worker Screening Check
☒ Statutory Declaration NDIS Statutory Declaration	☒ Aged Care Worker Banning Order Check
☐ Professional Registration Choose an item.	☐ First Aid Certificate
☒ Current full or probationary driver's licence	☐ Vaccination Requirement Category A
☐ Other:	☐ Other:

Please refer to the Credentiaing and Scope of Practice Policy for further information and the Immunisation Policy for details regarding immunisation categorisation, please note all Category A workers are required to be vaccinated annually for seasonal influenza. *International Police Check required if the person has lived in any other country for at least 12 months in the past 10 years.

Position Description Authorised by:

Position Title:	Case Worker Service Navigator
Program/Team:	Homelessness & Complex Care Team

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PD Version Number:	1.0	Date:	21/07/2026
People and Culture Review			
People & Culture Signature:	Marcus Flood	Date:	21/07/2026