

Position Description

Position Title: Case Manager - Tenancy Plus

Position Number: Multiple Positions

Reports To: Coordinator - Tenancy Plus

Location: Multiple Sites

PD Number: PDHSI064

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 is funded to deliver the Department of Families, Fairness and Housing's (DFFH) Tenancy Plus – tenancy support program in the north catchment of the DFFH North & West Region and in the inner/middle catchments of the DFFH Southern region.

Tenancy Plus provides case management support to public housing tenants and residents and VHR aligned community housing tenants to achieve positive client outcomes and prevent homelessness. Tenancy Plus operates with a strong focus on sustaining tenancies in consideration of a vulnerable and disadvantaged client group and works to address needs and risk factors that make tenancies vulnerable.

The role of Tenancy Plus is to ensure that clients maintain safe, appropriate and sustainable accommodation by providing support to achieve goals and address issues that are impacting negatively on a tenancy. Case Managers work within an outreach-based support model of service delivery and provide a case management model approach that includes assessment, case planning, case co-ordination and liaison.

The Tenancy Plus program sits within the Foundational Support area of Launch Housing.

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:

- Effective delivery of outcome focussed client services.
- Providing outreach-based case management and support to social housing tenants and residents who are vulnerable to housing breakdown, including new tenants or those at risk of homelessness.
- Engaging with clients to determine eligibility for the organisation's services and/or refer clients to other more relevant services if required.
- Providing specialist tenancy support and advocacy to sustain tenancies, in relation to; VCAT hearings, rent arrears, hoarding, environmental neglect, antisocial behaviour and other relevant tenancy matters.
- Developing time sensitive case plans in conjunction with clients with multiple and complex needs, and implementing strategies that enable clients to achieve their goals by building on their strengths and focusing on solutions.
- Initiating and maintaining contact with vulnerable clients using flexible engagement strategies to achieve case plan goals.
- Advocating on behalf of clients with other agencies to ensure access and delivery of services.

Continuous Quality Improvement

Success will look like:

- Ensuring all processing and reporting requirements are performed to a consistently high standard.
- Learning from experiences and sharing knowledge and experience with others.
- Actively participating in organisation structures and meetings, including team meetings with a client focused, continuous improvement mindset.
- Participating in the overall development of the service and in the development of policies and procedures to underpin the provision of effective and efficient service delivery.

Collaboration & Relationships

Success will look like:

- Developing existing and new relationships that benefit the sector, Launch Housing's credibility and partnering opportunities as well as client outcomes.
- Maintaining key, relevant relationships and proactively building launch Housing's brand and enhancing client outcomes.
- Leveraging partnerships (where appropriate) to expand and improve Launch Housing's connections, services and positive client outcomes / experiences.
- Embedding effective collaboration and communication with internal and external stakeholders.
- Initiating and maintaining positive networks with internal and external support providers to benefit the client and the Tenancy Plus program.

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
- Working 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

- Demonstrated experience in client facing human services, social work or other relevant discipline, with a preference for an understanding of housing and homelessness policy, context and systems.
- Tertiary qualifications in Social Work, Psychology or a related discipline (highly desirable).
- Working knowledge of the Residential Tenancies Act, VCAT, Office of Housing policies and procedures.
- High degree of initiative and analytical skills, including well-developed organisational and time-management skills.
- Excellent interpersonal and communication skills.
- Demonstrated capacity to maintain a high level of confidentiality.
- Ability to work collaboratively with other organisations to achieve client outcomes.
- A valid Victorian driver's license (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.

