

Position Description

Position Title: Case Manager

Position Number: Multiple Positions

Reports To: Team Leader - Case Management

Location(s): East St Kilda

PD Number: PDHSI115

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

The Case Manager is responsible for providing immediate and ongoing support for clients experiencing or being at risk of homelessness, through the provision of a range of intervention options through case management support including case planning. They do this by encouraging the client's independence, empowerment, autonomy and dignity. This support may be provided in a range of environments including funded accommodation services, private housing or via assertive outreach to clients experiencing housing crisis.

The Women's only Crisis Accommodation is a residential facility with 15 single client rooms, the service provide temporary accommodation (for up to 8 weeks with the possibility of extension), case management, transitional support and other services to assist clients in achieving dignified and sustainable housing outcomes. The program also provides support to women outside the residential facility, including a LH rooming house located in the St Kilda area.



Key Outcomes

Service Delivery

Success will look like:

- Assist during critical incidents and other risks that arise at the facility in accordance with Launch Housing policy and DFFH requirements
- Ensure accurate and current records are confidentially maintained.
- Ensure a consistent, innovative, compliant and best-practice approach to case management at East St Kilda, supporting the improvement of case management and consistency in practices across crisis services.
- Advocate on behalf of clients with other agencies to ensure access to and delivery of effective services.
- Assist in the development and implementation of case plans by applying advanced interpersonal skills, particularly negotiation and conflict resolution skills, prioritising and decision-making, and early intervention and solution-focused strategies.
- Foster a culture of client care, where the interests of clients are always at the forefront.
- Engage with clients to determine eligibility for the organisation's services and referral potential clients to other more relevant services if required.
- Assist clients to develop longer term housing options, both within and/or independently of Launch Housing's supported accommodation program.

Quality Processes & Program Improvement

Success will look like:

- Coordinate services required by the client and client's family and monitor their ongoing effectiveness.
- Participate in regular supervision in which a reflective approach is taken in relation to service objectives and casework issues.
- Participate in the crisis service review and development, and identify and share good practice across Launch Housing program areas.

One Team

Success will look like:

- Actively engaging in continuous improvement within the team.
- Building and maintaining strong relationships within the team and Launch Housing.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct.
- Upholding the principles of the Child Safe Code of Conduct, ensuring that Child Safe Standards are translated into operational practices at all times.
- Undertaking any other tasks as directed.

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
- Developing knowledge of statutory requirements relevant to the workplace
- Working knowledge of their workplace function and operation
- Working knowledge of administrative practices and procedures
- Basic knowledge of wider organisational structures and functions



Organisational Relationships

Level of Supervision

Graduates work under direct supervision, otherwise the role is supervised on a general basis except where this level of 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

Freedom to act within established guidelines.

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

- Have a relevant tertiary qualification (desirable).
- 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.
- Demonstrated understanding and knowledge of Family Violence and Gender-Based Violence, and the impacts of this on client care.
- Demonstrated experience in the provision of high-quality initial assessment, planning and prioritization programs.
- High degree of initiative and analytical skills, including well-developed organisational and time-management skills.
- Understanding the effect of trauma on clients and vicarious trauma on staff, and ensuring staff wellbeing and sound practices to support clients.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

