

Position Description

Position Title:	Intensive Case Manager	Position Number:	Multiple Positions
Reports To:	Coordinator - Supportive Housing	Location:	Bob's Place Dandenong
PD Number:	PDHSI031	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 Housing First programs at Launch Housing strive to work to the Australian Housing First principles and apply this framework to all areas of practice. Launch Housing believes that people have a right to a home, and that flexible support that is provided from a recovery oriented and harm reduction approach provides the best pathway out of chronic and recurring homelessness."

The Intensive Case Manager is a part of the Supportive Housing team who provides intensive, flexible, and responsive client focused support with the aim of assisting clients to successfully obtain & sustain housing, improve physical and mental health and develop connections within the local community. This position will work as part of a multi-disciplinary team, which will include staff recruited from our partner agencies to ensure a consistent and high-quality service to those sleeping rough or residing in the City of Greater Dandenong.

This role is responsible for providing assertive and persistent outreach to people who are residing or sleeping rough to progress goal-oriented intensive case management for clients with complex needs and challenging behaviours. To accomplish this, the Intensive Case Manager will develop case plans in conjunction with clients and implement strategies that enable clients to achieve their goals by building on their strengths and focusing on solutions.

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:

- Assertive and persistent outreach to identify and engage people who are sleeping rough to progress provision of intensive case management for clients with complex needs and challenging behaviours.
- Initiating and maintaining contact with vulnerable clients using flexible engagement strategies to achieve case plan goals.
- Developing case plans in conjunction with clients and implement strategies that enable clients to achieve their goals by building on their strengths and focusing on solutions.
- Advocating on behalf of clients with other agencies to ensure access and delivery of services.
- Contributing to the delivery of innovative solutions to improve accommodation and housing outcomes for clients.
- Ensuring all processing and reporting requirements are performed to a consistently high standard.
- Actively participating in organisation structures and meetings, including team meetings with a client focused, continuous improvement mindset.
- Contributing to creating a positive, empowering and collaborative team and organisational culture.
- Actively participating in all required staff performance management and capability development processes, including individual work plan and individual development plans.
- Leveraging partnerships (where appropriate) to expand and improve services and client outcomes.
- Embedding effective collaboration and communication with internal and external stakeholders.
- Taking responsibility for the safety and wellbeing of self, colleagues, students, volunteers, clients, visitors and contractors.

Continuous Quality Improvement

Success will look like:

- Accurately maintaining client files and records in accordance with organisation procedures on a computer case management software system.
- Ensuring that services are relevant, flexible and accessible to people sleeping rough.
- Identifying areas for improvement in service system responses.
- Ensuring client support is informed by client participation and ongoing feedback.

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:

- Advanced 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 generally not supervised, unless undertaking specialised or complex responsibilities.

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

Nil - application of established practices and procedures only.

Involvement in the Preparation of Budgets and Financial Reporting

Nil.

Freedom to Act

Freedom to act is limited by standards and procedures, however employees with experience may have some freedom to exercise judgment in the planning of their own work within those confines.

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 limited judgment, with guidance to be found in procedures, precedents and guidelines.



Key Selection Criteria

- A relevant tertiary qualification in human services (desired).
- Direct experience in the delivery of services to clients with complex needs and/or other relevant experience.
- Demonstrated understanding of housing and homelessness policy, context and systems.
- Demonstrated ability to work collaboratively with others towards effective client solutions.
- Good interpersonal and communication skills, both verbal and written.
- Well-developed organisational and time management skills.
- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities.
- Excellent problem-solving skills.
- A valid Victorian Driver's License.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.
- 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.

