

Position Description

Position Title:	Case Manager - Supporting Families Program	Position Number:	Multiple Positions
Reports To:	Team Leader - Families Housing & Support	Location:	Multiple Sites
PD Number:	PDHSI049	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 Supporting Families Program (SFP) provides intensive case management to families and children who need medium-term support to sustain safe and appropriate housing. The program's aim is to prevent families from entering the homelessness service system by delivering tailored, flexible support.

Case Managers work in an outreach capacity with families for up to twelve months, developing and delivering case plans that respond to each family's specific needs. A Team Case Management approach underpins the work, ensuring coordinated service delivery. The program supports families and children to strengthen community connections and, where appropriate, links them with local resources including education, training, health, employment and recreational opportunities. A strong focus is also placed on the needs of children, with Case Managers actively engaging them in educational, health and support services.

Reporting to the Team Leader – Families Housing & Support, the team is based across Launch Housing's Collingwood Hub and the South Melbourne family crisis accommodation service. The program is jointly overseen by the Team Leader and Coordinator of the Families Housing & Support area and supports families residing in the Bayside Peninsula and North-East Melbourne areas. The SFP sits within Launch Housing's Specialist Child & Family Services, which form part of the broader Families & New Beginnings function.

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 eligibility for the organisation's services and referring clients to other more relevant services if required.
- Developing case plans in conjunction with clients and implementing strategies that enable clients to achieve their goals by building on their strengths and focussing on solutions.
- Providing outreach-based support services to families with children to assist them to establish or maintain their housing.
- Ensuring clients maximize all government and community income assistance and support.
- Initiating and maintaining contact with vulnerable clients using flexible engagement strategies to achieve case plan goals.
- Supporting families to link in with resources in the community including education, training, health, employment and recreational opportunities.
- Working from a family-oriented case management framework, including centring the needs of children and actively engaging children with educational, health and support services.

Continuous Quality Improvement

Success will look like:

- Maintaining a focus on quality, continuous improvement and innovation.
- Ensuring all processing and reporting requirements are performed to a consistently high standard.
- Learning from experiences and sharing knowledge and experience with others.
- Actively participate in organisation structures and meetings, including team meetings with a client focused, continuous improvement mindset.
- Embedding effective collaboration and communication with internal and external stakeholders.
- Leveraging partnerships (where appropriate) to expand and improve services and client outcomes.

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 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

- Demonstrated experience in housing or case management, or a relevant tertiary qualification.
- Ability to demonstrate cultural sensitivity and to adjust personal style in response to client differences.
- Ability to develop and maintain positive collaborative relationships with external stakeholders to effectively enhance the support of clients.
- An ability to relate effectively and sensitively to families experiencing housing crisis.
- Demonstrated experience in client facing human services, with a preference for an understanding of housing and homelessness policy, context and systems.
- A demonstrated understanding of the impact of homelessness on families, in particular children.
- Experience providing case management and support in an outreach capacity with an emphasis on practical assistance to maintain housing (desirable).
- 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.

