

Position Description

Position Title:	Case Manager	Position Number:	POS757 & POS758
Reports To:	Coordinator – Case Management (POS755)	Location(s):	Sumner House
PD Number:	PDHSI061	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 Better Health and Housing Program (BHHP) supports individuals with health issues who are experiencing chronic homelessness. For the majority of residents using the BHHP, the duration of stay is six months. The BHHP allows residents to stabilise their health and be part of a vibrant and supportive community with a focus on enhancing living skills, social connection and participation. The program will support participants to improve their health and wellbeing, whilst working towards long-term accommodation. The BHHP runs in partnership with St Vincent Hospital Melbourne and Brotherhood of St Laurence.

This position is based at Launch Housing Sumner House facility in Fitzroy. Case Managers provide direct, practical support to clients living in the BHHP. A key focus of the role is assisting clients to access safe, affordable, and sustainable housing from which they can recover and participate in their chosen communities and networks. This is done in collaboration with our partner organisation St Vincent's Hospital Melbourne. The service is delivered primarily on site and achieved by building a purposeful, therapeutic relationship and providing support in a practical and comprehensive way, including a recovery-based case plan. Outreach support may be provided.

Direct Reports

- May provide limited guidance to a limited number of lower classified employees and/or volunteers.



Key Outcomes

Service Delivery

Success will look like:

- Working with clients residing in the Better Health and Housing Program to offer assistance and achieve their case plan goals.
- Working within a collaborative, strengths-based model with a strong client focussed perspective in the development of case plans.
- Building networks with health and welfare services within the local area to improve opportunities for clients.
- Identifying service gaps and working with other agencies to develop service and housing options.
- Working within case planning and monitoring procedures to ensure best results are achieved for each client.
- Advocating for clients to external services from a strengths-based perspective.
- Facilitating and/or participating in case conferences as required and work proactively with clients and other supports to assist them to develop and maintain independent living skills.

Administration & Compliance

Success will look like:

- Accurately maintaining client files and records in accordance with organisation procedures on a computer case management software system.
- Utilising brokerage funds in line with the procedures to assist clients with securing tenancies, facilitating community connectedness and wellbeing.
- Participating in the collection of evaluation data.
- Maintaining key, relevant relationships and proactively building Launch Housing's brand to enhance client outcomes.
- Actively participating in organisation structures and meetings, including supervision, coaching and professional development.

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
- 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

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

- Experience in the delivery of support to clients with complex needs relating to homelessness (highly desirable).
- Tertiary qualifications in Human Services or similar.
- Understanding of housing and homelessness policy, context and systems and the intersect between health and homelessness.
- Ability to build positive working relationships with relevant stakeholders and partners.
- Ability to maintain a high level of confidentiality.
- Well-developed organisational and time management skills.
- Understanding of trauma-informed care and recovery focussed principles .
- A valid Victorian driver's license (mandatory).
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

