

POSITION DESCRIPTION

Case Manager

Program:	Homefront
Reports to:	Homefront Coordinator
Supervises:	Nil
Date of Last Review:	August 2024
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
Long Service Leave	Long Service Leave Act 2018 (Vic) or its successor This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Homefront is a program of Sacred Heart Mission's Women's Services, offering crisis accommodation, support and case management to women who are homeless. Women's Services consists of Homefront, Women's House, Bethlehem Community, and is committed to a gender specific response to the needs of women experiencing homelessness and other associated issues. Together these programs form an integrated support and exit pathway from homelessness for women.

Women experiencing homelessness between 25-65 years of age (without accompanying children) are eligible for Homefront's crisis accommodation facility. Whilst in crisis accommodation, women are engaged in support and case management and work on developing an individual housing plan. Women are also assisted in addressing accompanying issues that have contributed to them becoming homeless and in accessing appropriate supports and responses. Homefront further offers outreach support to women who exit the crisis accommodation program to transitional housing and other accommodation.

PURPOSE OF THE POSITION

Homefront Case Managers are responsible for providing case management support to women residing at Homefront with the objective of assisting them to find safe alternative short to medium term accommodation; whilst the women are working towards a long-term housing option that is safe and sustainable. Case Managers advocate on behalf of clients and assist them to engage with a range of other service providers and supports as required. Case Managers also provide outreach support to ex-

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residents who obtain transitional housing and other accommodation in the community during their stay at Homefront. The objectives of this position are:

- To ensure that Homefront provides the highest quality, most effective and caring service to women in accordance with SHM's values and legislative and funding requirements.
- To ensure that Homefront responds flexibly to the immediate needs of women who are experiencing homelessness, or at imminent risk of homelessness and/or in other crises, through the provision of information, support, and case management to find sustainable housing options.

KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
Service Delivery	• Manage a caseload of in house and outreach clients; providing support, referral and advocacy to successfully access and maintain appropriate accommodation. • Apply the objectives and tools of the SHM Case Management Framework, Outcomes Measurement and the Trauma Informed Care Framework. • Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures. • Work in liaison with Homefront Coordinator and colleagues to manage incidents and de-escalate crisis situations. • Ensure that a safe and welcoming environment is maintained for all women accessing Homefront. • Provide case management support in accordance with funding guidelines, SHM's Vision, Mission and Values statement. • Contribute to a workplace environment which supports peers, develops teamwork and ensures the provision of quality services for SHM clients.
Sector Participation	• Develop and foster positive relationships with local services and agencies that work with the client group. • Attend relevant network meetings as agreed with Coordinator.
Team and Organisational Participation	• Attend and participate in team meetings, service planning days and SHM all staff meetings. • Contribute to collaborative practice across Women's Services.

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	• Ensure links are maintained with other SHM services and partnership agencies providing in reach to SHM. • Demonstrate professional and ethical standards in adherence to the SHM Code of Conduct and organisational policies and procedures.
Professional Development	• Attend and participate in regular supervision sessions. • Undertake all mandatory and core training in a timely manner. • Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Health & Safety	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- Eligibility to Work in Australia.
- A current Criminal Records Check
- Valid driver's license to drive in Australia.
- Current First Aid Certificate, including current CPR issued by recognised accredited Australian provider.
- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years.

QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Psychology, Occupational Therapy or equivalent

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KEY SELECTION CRITERIA

Essential:

- Demonstrated experience working in one of the following areas: homelessness, mental health, disability, drug and alcohol, family violence, sexual abuse; or with women engaged in sex work or women exiting prison.
- Demonstrated ability to work effectively with clients from diverse backgrounds and deliver a client centred and responsive service.
- Sound knowledge of case management and a variety of theoretical frameworks and strategies applicable for working with clients with complex needs
- Demonstrated commitment to feminist practice.
- Proven ability in client service delivery including the capacity to effectively manage challenging behaviours and respond to crisis situations.
- Demonstrated ability to work cooperatively and collaboratively in a team-based environment.
- Strong alignment with the values of Sacred Heart Mission.

Desirable:

- Understanding of trauma informed practice.
- Experience in working in an outreach model of service delivery.

VISION, PURPOSE AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.

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- We listen deeply and never assume that we know what is best for others.

Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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