

Position Description

Position Title	Case Manager
Reporting To	Service Manager
Employment Status	Part Time (0.8 FTE) Maximum Term contract until 30/06/2027
Classification	SCHADS Level 4
Team/Service	Sustaining Tenancies in Social Housing
Direct Reports	NA
Date	30/09/2026

PROGRAM OVERVIEW

Neami National has been funded to deliver services to people residing in Homes NSW (HNSW) Properties whose tenancies are at risk or are at risk of receiving breaches against their tenancies. The STSH Program is a time limited, focussed intervention aimed at assisting people to access appropriate supports to assist in maintaining their tenancies. Objectives of the program are to collaboratively work with local HNSW offices as well as other government, non-government and community-based organisations to support new and existing tenancies – outcomes of the program are as follows:

- Sustain tenancies by avoiding and/or reducing tenancy breaches over a 12-month support period;
- Prevent homelessness that has occurred following a failed social housing tenancy;
- Increase peoples' social connection to improve overall wellbeing;
- Enhance tenant/household member capacity to manage their tenancy independently beyond the 12-month support period; and
- Reduce the resource and expenditure impost on Homes NSW, Housing Portfolio (formerly known as LAHC) and other NSW government-funded agencies resulting from tenancy failure.
- Ensure the tenant is able and equipped with the skills, knowledge and resources to sustain their tenancy obligations into the future.

STSH provides a broad range of tenancy support to tenants of Homes NSW within the Western Sydney region. The role is responsible for working in collaboration with tenants who have been identified by HNSW staff as 'at risk' of their tenancy being terminated. The role works predominately with Homes NSW's Specialist Teams and external stakeholders to support tenants in meeting their tenancy obligations.

POSITION OVERVIEW

Case Managers will collaborate with consumers to develop, coordinate and implement case management plans that guide consumer's support. Case Managers refer and facilitate access to integrated services that focus on consumers progressing towards consumer identified needs, and improved health and wellbeing outcomes alongside specialised services.

Support includes coordinating care with consumers, families and external stakeholders to navigate systems, services, and connection with supports available to them. Case Managers will build and maintain professional relationships with stakeholders and community partners to facilitate holistic care for people accessing the service.

Case Managers are required to use judgement to formulate responses to consumer needs over the long term, short term and in times of crisis.

Working closely with government agencies and other community organisations, Case Managers will support the delivery of the best possible comprehensive service to consumers.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Collaborate with the consumer and relevant parties (e.g. medical professionals, government services, community service providers), to evaluate a consumer's needs, wants, and goals in a holistic manner to formulate an individually tailored case plan. This could include considerations of mental health, AOD, legal, family, and physical health issues.
- Ensure that trauma-informed care is provided to the consumer.
- Identify and regularly review the consumer's development towards identified needs.
- Apply de-escalation and emotional regulation skills to support consumer and own/colleagues' safety and/or escalate to relevant services where appropriate.
- Advocate for appropriate care to be provided to consumers by other services.
- Recognise and coordinate the specific needs of consumers and the complexities in the context of their support, such as those impacted by challenges with their mental health and wellbeing, substance use, experiences of family and domestic violence, behaviours that impact safety and socio-economic vulnerability.
- Provide case management and care coordination including working with other community partner organisations to deliver best possible comprehensive service to consumers.
- Assess and respond to safety concerns in collaboration with the consumer, colleagues, and managers, including engaging additional services/supports or emergency response where required.
- Complete safety assessments and plans collaboratively with the consumer and monitor at each consumer engagement.
- Connect consumers with relevant supports and services to assist with addressing unmet needs, and barriers to improving their health and wellbeing.

- Understand local service provision guidelines including eligibility criteria to support referral pathways.
- Work within a person-centred and holistic approach which places the needs of the consumer at the centre of decisions about their care, and considers the needs and perspectives of their family, carers and chosen supporters.
- Engage consumers and develop trusting and professional relationships.
- Provide culturally sound support to consumers of diverse backgrounds.
- Provide support to consumers and work in alignment to Neami's Collaborative Relational Practice (CRP) Framework.
- Using the team approach to support case management, collaborate closely with team members and relevant stakeholders to ensure continuity of care and the provision of a comprehensive service to consumers.
- Ensure all administrative requirements including case notes, assessments, collaborative care and safety plans, and incident reports are completed within the required timeframe.
- Facilitate collaborative care inter-agency meetings where required.
- Seek to learn about the consumers interests, their connections with family and friends and work together with the consumer to build their capacity to be part of their community.
- Participate in the regular collection of service data to inform evaluation of program outcomes and assist with the continuous improvement of the service.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities.
- Engage with supervisor in completion of a probation assessment, an annual performance review, regular supervision and a corresponding training and development plan.
- Use outreach skills to engage consumers into the program upon receiving referrals.
- Assist consumers to participate in the community by supporting them to develop interpersonal skills.
- Support consumers to maintain housing and independent living skills as well as refer them with appropriate supports e.g. Community Mental Health, AOD supports, NDIS.
- Meet individuals in a time of crisis and support them with care plans and linking them with community and other organisations where appropriate.
- When engaging with consumers, continuously evaluate the safety of the consumer and workers present, disengage when workers' safety is compromised and/or contact appropriate crisis response services where applicable.
- Work closely with community agencies, cultural, recreation, and education services to create opportunities for consumers to meaningfully participate and engage with community.
- Facilitate interactions between government agencies and consumers.
- Assist in training new Case Managers that join the service team.
- Provide guidance and support to students who are completing their placement within the organisation.
- Provide a range of interventions to consumers including crisis to medium term support, advocacy, and referrals.
- Provide intensive support to tenants for a set period by ensuring the tenant is able and equipped with the skills and knowledge to sustain their tenancy long-term.

- Work in collaboration with colleagues, partner organisations and other services to support consumers in fulfilling their tenancy obligations.
- Undertake intake and eligibility assessment for consumers when required.
- Manage tenancies in conjunction with relevant housing provider.
- Work with consumers to access program specific brokerage, as required.
- Provide support and advocacy for consumers navigating Civil and Administrative Tribunals to assist in mitigating risk to their tenancy.
- Using an understanding of the impacts of trans-generational trauma, understand trauma related behaviours and utilise strengths-based interventions to improve consumer wellbeing.
- Work in partnership with health services, housing providers, and other community services to help find stable housing as well as referring onto homelessness specialist services where required.
- Work closely with child protection service where there are identified safety and neglect concerns.
- Contribute to sector knowledge and development as required. |

Records Management

- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National Code of Ethics.
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management.
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes.
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.

- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values.
- Actively engage in Professional Development opportunities and embrace learning opportunities.
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation.
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- Have a commitment to the safety and wellbeing of children and young people.
- Work in line with Neami Credentialling and Scopes of Practice Policy and related procedures, including working within your individual scope of practice.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed.

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- Formal tertiary qualification in a related field and/or equivalent experience working in a relevant setting.
- Demonstrates an interest and understanding of others and relates well to people at all levels including the impact of trauma, mental distress and social determinates on health and wellbeing.
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- Understanding the systemic social factors causing homelessness and using this understanding to provide appropriate care to consumers from diverse backgrounds
- Ability to multi-task in fast paced unpredictable environments.
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations.
- Relevant transferable skills and experience.
- Ability to use personal judgement and expertise to independently make decisions regarding service provision within relevant program and sector guidelines and practices including de-escalation and consumer interviews.
- Uses respectful, professional, and aesthetic communications across a range of media.
- Demonstrates emotional intelligence and resilience.
- Strong computer literacy and written communication skills
- A valid NSW Working with Children Check
- A Current Australian Drivers Licence

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.