

Intake, Assessment and Planning (IAP) Case Manager

(Housing and Homelessness Program)

EMPLOYMENT DETAILS			
Role type	Fixed Term	Award	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS)
Hours per week	Full time	Pay Classification	SCHADS 4.1
Reports to	Team Leader	Secondary Report	Program Manager
Additional Benefits	Access to Salary Packaging		

ORGANISATIONAL CONTEXT	
Bendigo & District Aboriginal Cooperative (BDAC) is an Aboriginal Community Controlled Organisation (ACCO). BDAC is registered as a member under the umbrella of Victorian Aboriginal Community Controlled Health Organisation (VACCHO) and represented nationally through National Aboriginal Community Controlled Health Organisation (NACCHO). BDAC was founded in 2001 to represent and provide services to Aboriginal and/or Torres Strait Islander people living on Djaara Country (djandak) in Central Victoria. BDAC has a responsibility to ensure growth of services, development of our Aboriginal and Torres Strait Islander Community, better and improved health outcomes for our People, improved quality of life, and be a lead agency in providing self-determination, employment and career pathways for Aboriginal and/or Torres Strait Islander People.	

LOCAL WORK ENVIRONMENT
BDAC provides a range of specialist services for Community living on Djaara Country including a Medical Clinic, Health and Wellbeing, Family and Community Services, and Kindergarten.

POSITION OBJECTIVE

The Initial Intake, Assessment and Planning (IAP) Case Manager provides culturally safe intake, assessment, planning, and short-term support to Aboriginal and Torres Strait Islander Community members, ensuring timely access to services, coordinated care, and improved wellbeing outcomes.

BDAC'S VISION AND CORE VALUES

Empowered generations belonging to strong families, culture and community

Our Lore refers to the stories, customs, beliefs, and spirituality of our People. Our Lore guides our work and has been passed down through generations by our ancestors and knowledge holders.

Our five LORE principles are:

- We keep our focus on Community priorities
- We are brave
- We think outside the box
- We create a safe, caring, and supportive environment
- We are accountable

Please refer to our <https://www.bdac.com.au/our-strategy> for further information about our underlying principles within the BDAC Strategy.

KEY POSITION RESPONSIBILITIES

Primary Responsibilities

- Provide a culturally safe, welcoming, and responsive first point of contact for Community members seeking support.
- Undertake intake, screening, assessment, and triage activities to identify immediate needs, strengths, risks, and appropriate service pathways.
- Deliver timely interim, urgent, and short-term support responses for Community members experiencing homelessness, housing stress, family challenges, financial hardship, health concerns, or other complex circumstances.
- Develop individualised assessment and support plans in partnership with Community members, supporting self-determination and goal setting.
- Provide short-term case management and transition support for Community members requiring low to medium levels of care and service coordination.
- Facilitate referrals and warm handovers to internal BDAC programs and external services to ensure continuity of care and positive engagement.

	- Advocate on behalf of Community members to improve access to housing, health, mental health, alcohol and other drug, legal, family support, education, employment, and community services. - Undertake proactive follow-up and review activities to monitor progress, address emerging needs, and support successful outcomes. - Build and maintain collaborative relationships with internal programs, government agencies, housing providers, and community organisations to support coordinated service delivery. - Maintain accurate client records, assessments, support plans, case notes, referrals, and data entry in accordance with organisational, legislative, privacy, and funding requirements. - Participate in multidisciplinary case planning, service coordination meetings, supervision, and continuous quality improvement activities. - Promote strengths-based, trauma-aware, culturally safe, and Community-led practice that contributes to positive outcomes for Aboriginal and Torres Strait Islander individuals and families.
Response to Family Violence	This position is designated under the Multiagency Risk Assessment and Management framework (MARAM) as: Intermediate
General Responsibilities	- Uphold BDAC's Values, Code of Conduct, and all relevant policies and procedures. - Engage in supervision, professional development, and continuous quality improvement (CQI) activities. - Attend team meetings, staff meetings, and community events as required. - Comply with legislative and regulatory obligations. - Identify and report risks promptly to your line manager, including completing incident reports via LogiqcQMS. - Collaborate effectively within a team to meet performance and development goals in line with BDAC's program requirements. - Follow reasonable directions from BDAC management. - Maintain a safe work environment in accordance with BDAC's Occupational Health and Safety (OHS) policies.

COMMITMENT TO SAFETY

- BDAC has zero tolerance to all forms of violence.
- BDAC is committed to service delivery and a work environment that prioritises equity and diversity and actively supports inclusion. We aim to ensure every individual is treated with dignity and care with respect to their cultural background, ability, ethnicity, gender identity, sexual orientation, age, caring responsibilities, spirituality, or religion.

- BDAC is committed to the Child Safety Standards and believes that all children and young people have the right to be children and live free of abuse and neglect, so they can grow, learn, and develop. Everyone within BDAC is responsible for ensuring a culture of child safety, preventing child abuse.
- BDAC is committed to the health and wellbeing of its employees and stakeholders. Everyone within BDAC is required to foster a workplace that is safe and healthy that is free from all forms of harassment, bullying, and discrimination.

KEY SELECTION CRITERIA

- Demonstrated understanding of the social, cultural, and systemic factors impacting Aboriginal and Torres Strait Islander individuals and families experiencing housing instability, homelessness, or complex support needs.
- Experience in intake, assessment, case management, homelessness, housing, community services, health, wellbeing, or a related human services field.
- Demonstrated ability to undertake assessments, identify risks and needs, develop support plans, and coordinate appropriate service responses.
- Strong interpersonal and communication skills with the ability to engage respectfully and effectively with Aboriginal and Torres Strait Islander Community members.
- Demonstrated understanding and application of culturally safe, trauma-aware, strengths-based, and person-centred practice.
- Ability to advocate effectively and build collaborative relationships with internal programs, community organisations, government agencies, and other stakeholders.
- Strong organisational, administrative, and time management skills, including the ability to manage competing priorities and maintain accurate records.
- Demonstrated ability to work independently and as part of a multidisciplinary team.
- Sound computer skills, including experience using client management systems, Microsoft Office applications, and electronic record keeping systems.
- Commitment to BDAC's Vision, Values, and Community-led approach to service delivery.

Preferred Education, Training and/or Competencies

- Certificate IV in Community Services or higher qualification in Community Services, Social Work, Welfare, Human Services, or a related field, or willing to attain.
- Demonstrated experience in intake, assessment, case management, advocacy, and service coordination.
- Previous experience working with Aboriginal and/or Torres Strait Islander community members or in an Aboriginal organisation.

CONDITIONS OF EMPLOYMENT

- Must pass a Criminal Police Record Check.
- Must pass and provide copy of Working with Children's Check (WWCC) (*or Teachers Registration if applicable*).
- Must hold current full Victorian Drivers Licence and provide a copy.



- Must have the right to work in Australia.
- Must pass an Employment History check.
- Must have and maintain a commitment to child safety, equity, inclusion, and cultural safety.
- **Vaccination Policy:** all staff are encouraged to be vaccinated against whooping cough, measles, mumps, and rubella (MMR) (*if not immune*), influenza (*annually*), hepatitis A and B, chicken pox (*if not immune*); shingles (*for eligible people*), and COVID-19. It is expected that Clinic, aged care, and djimbaya, staff will be vaccinated against the above diseases and will be required to complete a **Vaccination Consent Form**. It is also expected that Clinic staff will be vaccinated against diphtheria, tetanus, and pertussis (DTP).

EMPLOYEE STATEMENT

I have read, understood, and accepted the above position description of the Intake, Assessment and Planning (IAP) Case Manager.

EMPLOYEE NAME:

SIGNATURE:

DATE:/...../.....