

POSITION DESCRIPTION CASE MANAGER

OVERVIEW

Program:	Homefront
Reports to:	Homefront Coordinator
Supervise:	Nil
Date of Last Review:	July 2018
Classification:	Crisis Accommodation Employee Level 2 Sacred Heart Mission Enterprise Agreement 2013, or subsequent Agreements

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

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, Outlandish and the Women, Housing and Complex Needs Project, 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. The Women's Services Program is part of SHM's Community Services Division, which also includes Sacred Heart Central (SHC), the Rooming House Plus Program (RHPP), and Journey to Social Inclusion (J2SI).

Women experiencing homelessness over 25 years (without accompanying children) are eligible for Homefront's crisis accommodation facility. Whilst in crisis accommodation, women are engaged in support and case management toward the establishment of a medium-long-term 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.

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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-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 transitional housing (outreach) support to ex-residents who obtain transitional housing 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 long term housing options.

KEY RESPONSIBILITIES

Accountability	Major Activities
<p>Service Delivery</p>	<ul style="list-style-type: none"> ▪ 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 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.

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	<ul style="list-style-type: none"> ▪ Contribute to a work place environment, which supports peers, develops teamwork and ensures the provision of quality services for SHM clients.
Sector Participation	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ Attend and participate in team meetings, service planning days and SHM all staff meetings. ▪ Contribute to collaborative practice across Women's Services. ▪ 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	<ul style="list-style-type: none"> ▪ In collaboration with the Program Coordinator, development and undertaking of an annual Supervision and Professional Development Agreement (S&PDA). Contribution to both internal and external networks and working groups as negotiated and agreed. ▪ Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective. ▪ Commitment to undertaking all relevant SHM compliance training.
Health & Safety	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.

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TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.
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MANDATORY REQUIREMENTS

- Valid Australian driver's license.
- Current criminal records check.
- Current Victorian Working with Children Assessment Notice .
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid

QUALIFICATIONS

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

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 to the values of Sacred Heart Mission.

Desirable

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

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APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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