

## POSITION DESCRIPTION

### Intensive Case Manager

#### OVERVIEW

<b>Program:</b>	St Kilda Intensive Outreach Team
<b>Reports to:</b>	Support Services Coordinator
<b>Supervise:</b>	Nil
<b>Date of Last Review:</b>	October 2018
<b>Classification:</b>	Social and Community Services Employee Level 4 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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Date created:	December 2016	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	December 2019	Approved by:	Manager People & Culture		

## **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**

The St Kilda Intensive Outreach Team is an initiative funded through the Victorian Rough Sleeper Action Plan and works to engage people sleeping rough in the St Kilda area into support and housing pathways and out of rough sleeping. It works closely with local assertive outreach initiatives and the new supportive housing program commencing in 2019 in the Port Phillip council area. The key outcome of the initiative is to ensure people experiencing primary homelessness are housed and on a pathway out of homelessness through up to 12 months of support.

The Intensive Case Manager role will require significant outreach work and intensive support with a client group experiencing multiple and complex needs. as they build trust and rapport, access housing, and adjust to long-term housing and independent living. The role will be one of four in a virtual team comprising of existing staff roles: Women's Intensive Case Manager and Central Case Manager roles/s- both roles will work with a small caseload for up to 12 months. This will be complimented by an Outreach Worker from Launch working alongside to strengthen pathways for clients across both agencies and the region.

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## PURPOSE OF THE POSITION

The objectives of this role are to use an assertive engagement and outreach approach, for clients who are experiencing primary homelessness and sleeping rough in the St Kilda locality and accessing Sacred Heart Central and/ or Women’s House site, but are yet to, or unable to, receive a case management support service to move out of primary homelessness. The incumbent will provide intensive case management and service coordination support tailored to the needs of the client with a specific aim to access and coordinate support and housing pathways and move out of primary homelessness. The role will advocate on behalf of clients and assist them to engage or re-engage with an appropriate range of holistic service providers and community inclusion opportunities as required.

## KEY RESPONSIBILITIES

Accountability	Major Activities
<b>Individual Planned Support</b>	<ul style="list-style-type: none"> <li>▪ Provide support and case management in accordance with funding guidelines, and SHM’s Vision, Mission and Values statement.</li> <li>▪ In collaboration with the Program Coordinator Manager, assess and prioritise referrals based on program eligibility criteria in a timely manner.</li> <li>▪ Provide a responsive and quality service that is client centred and informed by TIC theory and practice.</li> <li>▪ In collaboration with clients, facilitate individual client case planning and review.</li> <li>▪ Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures.</li> <li>▪ Facilitate and participate in case conferences, in liaison with relevant support services.</li> <li>▪ Apply the objectives and tools of the SHM Case Management Framework and utilise best practice tools such as risk assessments and individual safety plans.</li> <li>▪ Apply a Sustaining Tenancies approach to support clients to maintain their accommodation.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures.</li> </ul>
<b>Team and Organisational Participation</b>	<ul style="list-style-type: none"> <li>▪ Contribute to a work place environment, which supports peers, fosters teamwork and ensures the provision of quality services for SHM clients.</li> <li>▪ Attend and participate in team meetings, program planning days and SHM all staff meetings.</li> <li>▪ Contribute to the implementation of SHM's Strategic Plan.</li> <li>▪ Contribute to collaborative practice across the 'virtual' program team and other SHM Client Services.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Participate in regular supervision, professional development and review meetings and regularly monitor individual training and development plan with line manager.</li> <li>▪ Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective.</li> </ul>
<b>Sector Participation</b>	<ul style="list-style-type: none"> <li>▪ Develop and foster relationships with relevant services and agencies.</li> <li>▪ Attend relevant network meetings and forums as agreed with Manager.</li> </ul>
<b>Health &amp; Safety</b>	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.
<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	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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<b>TIC (Trauma Informed Care)</b>	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

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid

## QUALIFICATIONS

- Appropriate tertiary qualification relevant to the delivery of community services e.g. Social Work, Psychology or equivalent. Or ability to articulate and demonstrate relevant theoretical frameworks are applied in practice.

## KEY SELECTION CRITERIA

- Demonstrated experience working in one or more of the following areas: homelessness, mental health, disability, drug and alcohol, family violence, sexual abuse, people engaged in sex work, people exiting prison, people from immigrant and/or refugee backgrounds, people who identify with the LGBTI community.
- Evidence of understanding of case management theory and practice as well as demonstrated commitment to best practice in case management practice and relevant frameworks.
- Demonstrated ability in client service delivery including the capacity to effectively manage and respond to challenging and crisis situations.
- Highly developed analytical and decision-making skills and the capacity to work both autonomously and cooperatively.
- Ability to articulate knowledge of trauma informed care practices.
- Strong alignment with the values of Sacred Heart Mission.
- Experience in working in an assertive outreach model of service delivery (desirable).

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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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