

POSITION DESCRIPTION

Position Title	Case Manager	Employee Name		Date	August 2023
Location	Corporate Suites, upstairs Riverside Plaza Queanbeyan	Organisational Unit/ Department	Your Place Housing Support Service		
Hours Range	24 hours per week				

VISION AND MISSION

<p>Our vision is for everyone living in a secure and safe environment</p> <p>Our mission is to support people experiencing difficulties due to homelessness and domestic and family violence by providing responsive interventions and crisis support</p>

VALUES

<p>RESPECT</p> <p>EMPOWERMENT</p> <p>EXCELLENCE</p> <p>COLLABORATION</p> <p>INTEGRITY</p>	<p>We act with kindness and respect, providing a friendly, safe confidential environment</p> <p>We treat people equally, with dignity and compassion, understanding an individual's right to make their own choices</p> <p>We are dedicated to providing an accountable, reliable and high-quality service</p> <p>We partner with our clients in their care and work collaboratively with other services to support them</p> <p>We are honest, trustworthy, and accountable in our work and relationships</p>
--	---

Position reports to	Coordinator – Your Place Housing Support Service	Reportable Positions	Nil
Position Purpose	<p>The Case Manager provides appropriate and effective services for adults and children who are homeless or at risk of homelessness. The worker will assist individuals and families, to build a strong and sustainable future working under the case management model.</p> <p>Key areas of responsibility include:</p> <ul style="list-style-type: none"> • Undertake client needs assessment and provide support to clients including: <ul style="list-style-type: none"> - crisis intervention - preparation, implementation, and evaluation of case plans - practical and emotional support - coordination of services • Actively manage a case load, in conjunction with the team and under the guidance of the Coordinator • Organise and facilitate group programs as determined in service delivery planning • Work with the Tenancy Manager to establish and maintain successful tenancies 		

	<ul style="list-style-type: none"> • Liaise with other agencies across the service spectrum to provide comprehensive integrated delivery of services in conjunction with clients • Maintain the CIMS client database and ensure accurate, up to date and concise information is recorded for all clients, including contributing to a case plan • Participate in the NSW statewide vacancy management system and referral tools • Participate in weekly team meetings, and proactively contribute to program development and undertake related tasks • Respond to emergency situations if needed • Participate in service evaluation and planning to identify service delivery gaps and recommended improvements • Work in accordance with the Work Health and Safety Act, Risk Management framework and organisational operating policy and procedure • The above list is not exhaustive, and the role may change to meet the overall objectives of the company 		
Qualifications and Experience	<ul style="list-style-type: none"> • Qualification: Minimum Diploma in Community Services, Social Work Degree or similar welfare qualification or working towards • Demonstrated commitment to the values of Molonglo Support Services and our mission for people to live in a secure and safe environment • Demonstrated ability to work collaboratively with colleagues and independently without direct supervision • Demonstrated understanding of client-centric practice • Demonstrated ability to assess clients' needs and provide case management plans • Sound knowledge of issues pertaining to domestic violence • The ability to work within a feminist framework • Ability to engage children, young people and their parents/carers and an understanding of the health and safety requirements in providing services to children • Ability to think innovatively and creatively to develop tailored client solutions • Experience working with Aboriginal and Culturally and Linguistically Diverse women and children in a culturally sensitive manner • Experience in record keeping and preparation of reports • Ability to use online case management systems and Microsoft Office programs 		
Prerequisites	Current National Police Certificate Current Working with Children Check Current adult first aid certificate Current drivers' licence	Integrity Checks Eligibility to live and work in Australia	
Award (if applicable)	Social Community Home Care and Disability Services Industry Award 2010	Classification	Level 4

Resource Management	Nil	Relationships	Liaise with other Molonglo staff, Coordinator, DFV Specialist workers, case managers, administrators, and EO
Delegation Level	Nil	Probationary period	3 months (with a 6-week review)

Foundation Competencies Required	Behavioural Competencies Required	Technical Competencies Required
Willingness to work and act in a manner that delivers effective:	Expectations in the role	Knowledge of management with demonstrated skills in the following areas
Quality / Continuous Improvement Works within service delivery practices in line with quality and compliance standards Acts to improve practices through suggestions and implementation of any approved improvement plans Contributes to the development of evidence-based practice Provides survey forms residents if requested and reports feedback to Coordinator Provides a consistent, compliant and best-practice approach to case management at Louisa, supporting improvement and consistency in practices Participates in regular team meetings, if requested and proactively contributes to ongoing program development	Communication Verbal – confidently and clearly articulates facts and conveys information in a manner appropriate to the target audience Written – clear and concise presentation of information and messages in such a way that conveys understanding and retention of the content (includes the production of reports, project briefs, correspondence, emails, leaflets)	Human Resources and Self Direction Participates in internal and external supervision Ensures practice is in line with behavioural competencies Maintains awareness of own skills strengths and identifies any gaps Seeks, and is open to feedback on own effectiveness Proactively identifies areas for self-development Actively works to address skills and knowledge gaps in line with training and supervision plan Seeks support and guidance as needed
Planning and Organising - Time and Task Management Performs own role and responsibilities effectively Manages time and responsibilities effectively Prioritises work and addresses what is most urgent, plans for important tasks Uses tools effectively to assist with planning and organising	Responsibility and Accountability Understands the role and its responsibilities Takes personal accountability for actions and decisions Role models positive and productive behaviours to colleagues within the organisation, clients and external stakeholders	Operational / Strategic Planning Supports the achievement of organisational goals Provides input, feedback and development of operational and ongoing planning Adheres to action plan and KPI's in day-to-day work
Diversity and Conflict Resolution Recognises and respects differences in cultural background Responds in culturally appropriate ways Recognises and respects issues of diversity in service provision	Person Centred / Client Focus Upholds and promotes client centred focused services Listens to and gains understanding of client perspective anticipating their needs, giving high priority to secure satisfaction (internal, external and clients)	Financial / Resource Management Ensures program adheres to SHS funding contracts and guidelines including client brokerage and any other grants Ensures minimisation of costs where possible and appropriate Ensures care in use of property and equipment
Creativity and Innovation Identifies the similarities and differences between current and past situations Looks at information and sees patterns, trends and missing pieces Is prepared to try new ways of doing things or others' ideas Questions currently accepted ways of doing things Thinks in terms of options when identifying solutions	Collaboration and Teamwork Actively participates in contributing to team effectiveness taking action that considers the perspective and needs of others and being aware of the effect of behaviour on others Managing Relationships – builds and maintains positive, productive and mutually beneficial working relationships	Organisational Capability – (provides effective skills, knowledge, expertise and structures to fulfil organisational objectives) Provides technical input in role Ensures adequate and up to date knowledge to undertake role Receives feedback on areas for skill development and training needs

Key Result Areas	Key Activities	Standard Measures
<p>Case Management The Case Manager works collaboratively with staff, leaders and administration and to achieve the organisations goals</p> <p>The primary focus is: To create a safe, supportive and welcoming environment for adults with or without children that encourages active participation using a case management model.</p>	<p>Program and Practice</p> <ul style="list-style-type: none"> • Undertake client needs assessment for parents and their children and provide comprehensive case management support including: <ul style="list-style-type: none"> ○ safety planning and initial assessment of client need ○ crisis intervention o preparation, implementation, and evaluation of case plans ○ practical and emotional support for case coordination with services and referral to a range of agencies • Maintain accurate case notes and records in CIMS • Participate and contribute in regular team meetings • Reflect on and document regularly personal and team practice to use for continuous improvement and planning • Support the development, implementation and review of the program and activities with support from the Coordinator and other staff • Ensure information is handed over in appropriate communication avenue to team • Represent the service at interagency meetings as required • Organise and facilitate group and educational programs as determined in service delivery planning 	<ul style="list-style-type: none"> • As per individual work plan • Activities and experiences are purposeful, supports ongoing plan goals and planned for/available every day • CIMS notes are logged within agreed timeframes • Administration tasks completed in a timely and accurate manner • Using MS Teams, team is notified of pertinent information
	<p>Health and Safety</p> <ul style="list-style-type: none"> • Each person’s health, safety and wellbeing is promoted and supported including clients and colleagues • Hygiene practices are promoted and implemented • The safety of children is always promoted and advocated for 	<ul style="list-style-type: none"> • Illnesses are reported and managed according to procedures • Incidents are documented and Coordinator notified and recorded on the register as per Molonglo policy and procedures • Child safety concerns are documented and reported when required • Positive assessments, ratings, spot check reports • Positive internal audit reports and reviews
	<p>Environments</p> <ul style="list-style-type: none"> • Ensure the office, meeting rooms and workspace is clean and safe • Sustainable practices are implemented and maintained within the program 	<ul style="list-style-type: none"> • As per individual work plan • Positive client feedback • Positive assessments, ratings, spot check reports • Positive internal audit reports and reviews
	<p>Relationships with clients</p> <ul style="list-style-type: none"> • Interactions with clients are respectful, responsive, meaningful, open and supportive • Support clients to make decisions and choices regarding their safety and in accordance with their case plans • Positive behaviour guidance methods utilised when working with children 	<ul style="list-style-type: none"> • As per individual work plan • Positive client feedback • Positive co-worker feedback • Client’s participation, opinions and contributions are clearly documented and used to inform programming • Positive assessments, ratings, spot check reports • Positive internal audit reports and reviews

	Partnerships with the community <ul style="list-style-type: none"> Support safe opportunities for clients to engage positively with the community Participate in networking opportunities Support external support agencies Support cultural opportunities 	<ul style="list-style-type: none"> As per individual work plan Participation in the community clearly documented Positive family, client feedback Support agencies are supported in their participation, opinions and contributions Positive assessments, ratings, spot check reports Positive internal audit reports and reviews
Governance	<ul style="list-style-type: none"> Familiarise yourself with and adhere to Molonglo's Policies and Procedures, including the Code of Conduct, Human Resources policies and guidelines and Work Health and Safety obligations Demonstrate dedication and commitment to work in accordance with Molonglo's values and behaviours Attend prearranged dates scheduled for supervision and organisation wide training, including organisation forums and online induction and be actively involved in the 6-week induction review, 3-month probationary reviews, 3-monthly check-ins and a recurring annual performance review with the relevant supervisor/s Contribute to or participate in Continuous Quality Improvement (CQI) activities of the organisation, and implement CQI strategies into work practices Meet the challenges of change as it occurs within the service and organisation Attend or complete foundation and position specific training courses set by the organisation and attend or complete discretionary training as approved by the supervisor Actively assess, manage and where possible mitigate workplace risk including (WHS), consumer related risk, reputation risk and personal risk Deliver a high level of client service in line with the Molonglo Support Services Client Services Charter Provide accurate and detailed reporting as required Ensure privacy and confidentiality is maintained at all times Provide bi-monthly and annual program report as requested 	<ul style="list-style-type: none"> Works in line with Behavioural Competencies Ensure policies, procedures and codes are complied with at all times Ensure all interactions are undertaken in accordance with the behaviours set, as outlined in the Code of Conduct 100% attendance at performance reviews Completion of induction and orientation within set timeframes Positively embrace and adopt change as it occurs Ensure arrangements are made so that 100% of courses are attended or completed Report risk to the appropriate Molonglo personnel and utilise current risk management tools and procedures available Protect the rights, safety and wellbeing of children and provide a child safe environment Provide reports within set timeframes
Financial Management	<ul style="list-style-type: none"> Ensure accurate records and accountability of expenditure and provide receipts to the Coordinator Ensure any spending is authorised by the Coordinator Requests for client brokerage is in line with SHS guidelines and Molonglo Support Services policies and procedures Consult with Coordinator prior to seeking funds from supporters 	<ul style="list-style-type: none"> All expenditure is pre-approved Spending receipts/invoices are signed, allocated and provided to the Coordinator for processing within agreed timeframe
Client Engagement and Community Events	<ul style="list-style-type: none"> Engage in planning and implementation of client engagement activities or community events as per programming Assist in the co-ordination of specific projects as appropriate Represent the service and the organisation at community events Implement initiatives and activities detailed in the operational plan for Louisa 	<ul style="list-style-type: none"> Feedback demonstrates high levels of satisfaction Work collaboratively with staff with community engagement activities Attend community engagement events together as required
All Areas	<ul style="list-style-type: none"> Perform other duties as are within the limits of the employee's skill, competence and training, consistent with the respective classification and within the scope of the position 	<ul style="list-style-type: none"> Other duties performed as requested Attend training and personal development opportunities as agreed with the Coordinator

	<ul style="list-style-type: none"> Undertake relevant training and personal development opportunities relevant to the role 	
Employee's Signature:		Date:
Print Name:		
Manager's Signature:		Date:
Print Name:		