



Position Description, Case Manager, Housing Connect Support Worker

Programme:	CatholicCare Tasmania Housing Connect Support
Location:	Launceston
Reports To:	Team Leader
Approved by:	Statewide Coordinator
Version:	February 2020
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Community Services Employee Level 5.1
Full Time Equivalent:	Part Time .8FTE
Clearances Required	Working with Vulnerable People registration (Tasmania); National Police Criminal History Check

Context:

CatholicCare Tasmania's mission is to serve a distinctive culture of care for a thriving community. We pursue our vision by:

- empowering individuals and upholding their dignity
- enabling family life as the foundation of a healthy society
- encouraging hope-filled inclusive communities

CatholicCare Tasmania is committed to serving the vulnerable and disadvantaged regardless of circumstance and background. Our mission is grounded in

- a 2000 year commitment of the Catholic Church inspired by the love of God and the example of Christ
- serving physical, emotional and spiritual need of people through compassion, mercy and love
- proactive and professional engagement with stakeholders on evidence-based initiatives

Our Values

Respect

We respect the dignity and worth of every person irrespective of background and circumstances, from the moment of conception to life's natural end. We embrace difference and empower every person to shape his or her destiny.

Hope

We see strength in every person and believe that everyone can grow and build a positive future.

Commitment

We build relationships with those whom we serve and stand by them through the good times and bad. We dedicate ourselves to enhancing their rights and interests.

Integrity and Accountability

We maintain the highest ethical standards and act with integrity in all we do. We are accountable to the Tasmanian communities we serve, to those who provide our funding, and to each other. We take responsibility for continually learning and improving.

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Excellence

We learn from and act on, proven evidence. We maintain the highest standards, and initiate and pursue innovative and best practice approaches to managing change in people's lives.

Social Justice

We strive for fairness, equity and opportunity for all. We take time to care. We speak up for and give voice to, those who are vulnerable, protect the poor and the oppressed, and promote peace and human rights for everyone in our society.

Organisational Environment

This role is to work within the support team of Housing Connect Service system. CatholicCare's organisational values and Housing Connect practice principles of; Integration, Person Centred, Evidence based, Tailored Responses, Advantaged Thinking, Collaboration & Early Intervention guide the work of this Team.

The position is focussed to recognise and support the client's individual skills, strengths and capabilities. CatholicCare Tasmania has a child inclusive approach and all CatholicCare programmes see children as clients within their own right with the right to safety and to be treated with dignity and respect.

Relevant aspects of support included may be to:

- Support clients to maintain safety (particularly women and children escaping family violence).
- Assist clients where required with advocacy, problem solving, goal setting and action planning.
- Recognise and respond to issues that are limiting client's capacity for self-determination in accessing or maintaining accommodation.
- Provide clients with referrals to and /or update and relevant information on a range of housing and related community support options.

Primary Objectives:

The Case Manager is responsible for ensuring that collaborative, high quality, client focused case-management services are provided to people who are homeless or in housing need. The role is responsible for providing support, information and practical assistance on a range of issues to people referred by Housing Connect (Type 1 Service) Assessment Workers. All services will be provided within an integrated and collaborative framework with relevant stakeholders and services in the community.

Major Accountabilities:

Interpersonal and communication style:

- Demonstrated ability to work with sensitivity and resilience in response to the needs of a variety of individuals and groups
- Professional interaction with all clients that is responsive to differing personalities, tactful, mature and adaptable
- Ability to project a calm approach and optimism regardless of the situation, including client crises and significant change events
- An openness and willingness to receive and adjust to feedback and comments from clients to ensure they have the strongest opportunities for self-direction
- Demonstrate highly developed reasoning abilities and sound judgement in response to client events
- Within the integrity and responsibilities of the programme, liaise broadly with community services, property owners and private enterprises to meet the needs of clients
- Work as an active member of the Housing Connect team
- Professionally participate in internal and external forums, committees and discussion groups relating to homelessness and its effects
- Demonstrate advanced written skills to contribute to the development of new information leaflets, promotional material and documentation to promote the service as requested
- Contribute to the state-wide team by participation in team meetings, case reviews, local staff meetings and state-wide gatherings
- Have a demonstrated understanding of the sensitive communication requirements of working with women and children escaping family violence including women with CALD or Aboriginal backgrounds or with a Disability.
- Act to promote a friendly climate, good morale and cooperation within the Archdiocese of Hobart team
- Sensitivity and sound judgment in dealing with confidential information and sometimes delicate situations
- Develop a positive and collaborative relationship with all stakeholders

- Ensure that behaviour role models appropriate ethical and behavioural standards
- Resourcefulness and commitment to high performance standards and adapt to the ongoing development of agencies
- Ability to communicate information effectively and appropriately to a wider audience in both written and verbal format
- Demonstrated personal qualities of warmth, tolerance and discretion
- Defuses and resolves conflict in a range of situation, where tact and diplomacy are required

Professional / technical elements:

- Demonstrate the appropriate application of detailed knowledge of the issues impacting disadvantaged individuals, couples and families, particularly those who are homeless
- Demonstrated understanding and appropriate development of strategies and options to assist resolve issues associated with the effects of poverty, domestic and family violence, mental and physical ill health, employment and education disadvantage, parenting issues related to child safety.
- Delivery of professional needs assessment, case planning and management, including case conferencing
- Assess requests from those seeking transitional support from a holistic perspective to identify housing needs and other issues that may be causing distress or impinge upon the ability to sustain independent living
- Provision of support to clients throughout the transitional process to ensure the best solutions possible are achieved for the client needs
- Enable clients to advocate on their own behalf, provide opportunity for them to gain the necessary strengths and skills to do so or arrange relevant advocacy in response to client situations
- Be aware of and ensure negotiation, networking and liaison with other services for client benefit
- Manage a caseload of multiple clients with complex needs and organise client liaison in an outreach capacity
- Support clients to access professional therapeutic services in response to deep and long standing personal issues
- Maintain accurate records and statistics as required by the funding body, and in accordance with the CatholicCare Tasmania Privacy and Confidentiality Policies
- Ensure the appropriate referral to specialist advocacy services where required
- Where an opportunity exists, identify gaps in service provision and initiate suggestions or present positive solutions to the State wide Coordinator
- Demonstrated experience in the ability exercise judgement and/or contribute critical analysis and skills where procedures are not clearly defined

Compliance requirements of quality control activities:

- Demonstrated knowledge of and ability to interpret relevant legal requirements, including
- The Residential Tenancy Act
- Children Youth Persons and their Families Act
- Anti-discrimination Act
- Privacy Act and associated principles
- Workplace Health and Safety Act and associated regulations and standards
- Safe at Home
- Ongoing awareness and knowledge of relevant community based and government services and resources available to clients
- Ensure that all information provided in regard to housing options is current and accurate
- Actively seek and be willing to participate in regular supervision
- Use a critically reflective practice and evidence based practice and theoretical framework to support case management direction
- Maintain professional knowledge and propose access to relevant training to ensure high quality service provision
- Provide input and innovation to the continuous quality development and enhancement of the CatholicCare Tasmania Housing and Homelessness Support Programmes
- Monitor own work and client case load and initiate discussion about any concerns with the supervisor
- Ensure that arrangements for outreach work, including vehicle logs and property use are accurately completed

Personal accountability level:

- Promote and uphold the Identity and Mission of the Archdiocese of Hobart and the Vision, Mission and Values of CatholicCare Tasmania
- Effectively model CatholicCare Tasmania values to staff, clients and others;

- Uphold the Archdiocese of Hobart Workplace Behaviour Policy and professional standards in accordance with Integrity in the Service of the Church
- Adhere to Work Health and Safety (WHS) standards for a safe workplace; and follow all reasonable WHS direction provided in the completion of work

Risk and Work Health & Safety:

The Archdiocese is committed to ensuring that our operations at all Agencies are conducted with proper regard for health, safety and wellbeing of all.

You are required to observe safe work practices in accordance with training and instruction given and report any risk to your immediate supervisor. Risks arising in the workplace may be financial, site, task or person specific or related to safety.

All employees of the Archdiocese of Hobart will conduct themselves responsibly with proper respect for established rules and procedures and they will consistently perform their jobs with proper regard for the health and safety of others.

(Supervisors Only) You must promote and implement work health and safety and risk mitigation processes within your own workgroup. Identify, report and where appropriate action risks/hazards in order to eliminate or mitigate against the risk occurring.

The Archdiocese of Hobart expect all employees to participate in and contribute to Work Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees and visitors.

Key Communications Linkages:

This position will regularly communicate with the following:

- Clients of CatholicCare Tasmania
- CatholicCare Tasmania Administration Team
- Coordinator of CatholicCare Housing Connect Support Coordinator
- Broader Specialist Homelessness Services Staff
- Executive Director CatholicCare Tasmania
- Employees and managers of CatholicCare Tasmania and the Archdiocese of Hobart
- Members of the public and other external stakeholders

Selection Criteria

Essential requirements

- 1 Commitment to the vision, mission and values of CatholicCare Tasmania; and a broad understanding of the operation of the Catholic Church in Tasmania
- 2 Essential background:
 - i. Completion of either a Social Work Degree or other tertiary qualification deemed equivalent, and/ clearly demonstrated experience
 - ii. Demonstrated background or training relevant to working with clients with complex needs, including violence, alcohol, drugs, CALD and/or mental illness
 - iii. Current driver's licence
 - iv. Willingness to undertake employee screening, including a National Police Criminal History Check
- 3 Demonstrated knowledge of the issues affecting individuals and families who are homeless, including an understanding of the relevant legislation and statutory requirements impacting upon this client group and the service
- 4 Demonstrated understanding of the complex service delivery needs of individuals who have experienced varied types of trauma, and an understanding of the long term effects of trauma upon adults, young people and children
- 5 Demonstrated understanding of the needs of women and children escaping from Domestic and Family violence, including current legislation and knowledge of local, state and interstate support options and services.
- 6 Demonstrated analytical, verbal and written communication skills including report writing, maintaining case files, participating in strategic planning, submission writing, programme development and statistical use

- 7 Ability and willingness to undertake the relevant employee screening processes, including the provision of a National Police Criminal History Check satisfactory to the Archdiocese of Hobart and registration to Work with Vulnerable People (Tasmania).