

POSITION DETAILS

Program / Unit:	Housing & Homelessness	Employment Status:	Part Time
Location:	Barcaldine	Reports To:	Homelessness & Financial Support Coordinator
Classification:	Level 4 - <i>Social, Community, Home Care and Disability Services Industry Award 2010</i>		

PURPOSE OF THE POSITION

The aim of the position is to provide case management support to people who are homeless, at imminent risk of homelessness, housed but at risk of homelessness via mobile support. Case management support is provided to people either in their home, in temporary living situations, in supported housing, in a community setting, or in a public space.

The case manager will work closely with participants to develop, action and review case management plans to meet their individual needs, with the purpose of addressing any issues that may prevent them from obtaining and/or maintaining suitable, sustainable accommodation in the community. This will include (but is not limited to) providing practical and personal support, crisis budgeting, information, advice and community referrals.

POSITION RESPONSIBILITIES

Key Accountabilities	Key Activities
<p>Enabling service delivery</p>	<ul style="list-style-type: none"> • Provide Initial and ongoing assessment of participant needs, including risk assessment and safety planning, as needed. • Provide support that is proactive, persistent, reliable, practical and comprehensive in a manner that is respectful of the dignity and privacy of individuals. • Provide services in ways that maximises the participant’s capacity for independent living. • Advocate and assist participants to access housing and specialist services for example, drug or alcohol, mental health, legal, domestic and family violence support, budgeting and debt management and any other mainstream services • Facilitate social contact with family and friends and forming new social networks, as needed. • Facilitate access to education, volunteering, employment and leisure activities. • Cooperate and coordinate with other services, and where appropriate collaborate and integrate service delivery, in order to support positive housing outcomes for participants. • Maximise the use of available mainstream and community resources, including social, to ensure sustainability of participant outcomes. • Contribute through identifying of issues and setting of goals and tasks that are mutually agreed and are achievable. • Participate in case management opportunities to ensure holistic support is

Key Accountabilities	Key Activities
	<p>available to families and individuals.</p> <ul style="list-style-type: none"> • Assist people to address immediate basic needs in times of financial crisis in the form of material or financial aid whilst maintaining the dignity of the client and families. • Assessing the needs of the consumer, provide basic budgeting assistance and referring participants to other sources of support and assistance. • Provide respectful and flexible services that are appropriate to the range of CALD groups in the service catchment area. • Adopt policies and practices that enhance access and are culturally appropriate for Aboriginal and Torres Strait islander people. • Support access to other services that will contribute to the development of knowledge, personal confidence and skills. • Maintain client files to demonstrate planning of intervention and to record interventions. • Provide other reports as required and as negotiated with funding bodies and referral agencies.
<p>Leadership</p>	<ul style="list-style-type: none"> • Through analysis of work done and outcomes achieved, provide input to program development. • Through interagency networks and the development of sound professional relationships, seek opportunities to participate in community development opportunities to improve services to children, young people and families.
<p>Reporting</p>	<ul style="list-style-type: none"> • To accurately maintain client data in accordance with departmental and organisational requirements. • To provide written reports to meet the requirements of relevant government departments and as required by the Team Leader.
<p>Learning & Professional Development</p>	<ul style="list-style-type: none"> • Ensures that practices are compliant with standards of care and sector standards. • Attend and participate in regional workshops and forums. • Ensures ongoing professional development by attending and participating in training opportunities as identified within the performance development and review process. • Ensures staff are supported and grow and learn through debriefing and case management discussions. • Participates in regular supervision with line manager.

Key Accountabilities	Key Activities
<p>Resource Management</p>	<ul style="list-style-type: none"> • Participate in the maintenance and care of organisational vehicles and equipment. • Manages program resource allocation, utilising cost effective means. • Manages work scheduling/rostering. • Plans and negotiates the use of existing resources. • Share information and knowledge in relation to resource availability.
<p>Organisational Development</p>	<ul style="list-style-type: none"> • Commitment to work within the philosophy of Anglicare Central Queensland. • Contributes to the development and implementation of flexible, responsive, cost effective and high quality services. • Utilises organisational administrative processes, systems and technology in an efficient and effective manner. • Maintains appropriate records for participants and projects. • Maintains program statistics for local or organisational use in planning. • Prepares reports (monthly, quarterly & annually) for use in supervision and by management, including the Senior Leadership Team and funding body. • Contributes to develop and maintain a healthy, creative and supportive working environment. • Demonstrates high regard for workplace health & safety issues and the physical and emotional well being of clients, co-workers and all visitors of the workplace.
<p>Financial Management</p>	<ul style="list-style-type: none"> • Ensure that program finances are responsibly and efficiently managed within the organisational policy framework adhering to budget allocations. • Maintain the internal control system in place to manage and record the purchase, management and distribution of Emergency Relief.
<p>Cultural Diversity</p>	<ul style="list-style-type: none"> • Develop program portfolios, ensuring the program content and its delivery is culturally sensitive and responsive to flexible community based responses.

SELECTION CRITERIA

Mandatory Requirement/s:

- Qualifications in Social Services, Community Services and/or at least three years experience in a similar position. Experience in a similar case management role is highly desirable.
- As Anglicare Central Queensland is a Child Safe Organisation, preferred applicants will be required to hold a Blue Card prior to commencement. Further details regarding this can be obtained by accessing the web site of the Blue Card Services “No Card, No Start”

Selection Criteria:

- Demonstrated experience in the development of case plans structured to achieve identified performance outcomes.
- Demonstrated use of organisational processes and systems to ensure that all documentation requirements are completed in a professional and timely manner.
- Demonstrated awareness and knowledge of working with people from Indigenous and/or CALD backgrounds and a broad knowledge of issues affecting people within these communities.
- Demonstrated ability to liaise, consult and form co-operative and purposeful relationships with fellow staff members, government departments, other non-government departments, local government authorities and Indigenous organisations.
- Demonstrated sound knowledge of Domestic and Family Violence legislation and Child Protection legislation and services available to people, including children affected by domestic and family violence.
- Highly developed interpersonal, communication and negotiation skills and the capacity to build and maintain relationships with a diverse range of people.

OTHER REQUIREMENTS

- Must hold a current Queensland Open Driver’s licence or licence recognised by Australian laws
- Must have proof of current eligibility to work in Australia (visa holders)
- Successful completion of a six (6) month minimum employment period (probation) in accordance with AnglicareCQ’s policies and procedures
- Any employment ‘suitability checks’ (Blue Card required for this position).
- Ability to travel.
- This Position Description should be read in conjunction with the AnglicareCQ Personal Attributes Matrix (Appendix 1).