POSITION DESCRIPTION

Role title: Case Manager – Assertive Outreach Program

<table>
<thead>
<tr>
<th>Program:</th>
<th>Support Services</th>
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<tbody>
<tr>
<td>Employment Agreement:</td>
<td>Social, Community, Home Care &amp; Disability Services Industry Award 2010</td>
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<tr>
<td>Classification level/salary range:</td>
<td>Social and Community Services Victoria Award: Social Worker Class 1: Year 1 – Year 7 depending on qualifications and experience. Plus superannuation Plus excellent tax free salary packaging options available</td>
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<tr>
<td>Hours of Work:</td>
<td>Full Time</td>
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<tr>
<td>Tenure:</td>
<td>Ongoing</td>
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<td>Location:</td>
<td>Bendigo</td>
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<tr>
<td>Reports To:</td>
<td>Team Leader - Assertive Outreach</td>
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Organisational Environment

Haven; Home, Safe (HHS) is the leading provider of integrated homelessness and housing services in the Loddon Mallee Region and Victoria’s first registered affordable housing association. Haven aims to provide shelter and support to people who are homeless or living in a housing crisis and works to provide communities with affordable housing opportunities.

HHS expects a high level of commitment, quality, passion and energy and in return offers competitive remuneration packages and great benefits. We offer a supportive workplace culture, flexible working conditions, family friendly workplace, great training and development opportunities, Employee Assistance Program, attractive salary packaging arrangements and an opportunity to make a real difference within our growing organisation.

Our Mission:
Haven will provide shelter and support to people who are homeless or in housing crisis – those most at risk in our community.

Our Vision:
We will relentlessly pursue, through our values based culture, collaboration and community; the achievement of excellence in all that we do.
**Position Objectives**

Haven, Home, Safe is committed to maintaining the integrity of the communities in which it provides services and works co-operatively and proactively with local services.

The Assertive Outreach Program consists of the Community Connections Program and Housing Support for the Aged program. The Assertive Outreach team is an essential element of Haven’s aged and disability services, linking people to our Community Connections and Housing Support for the Aged programs.

Assertive Outreach case managers work within the community and with various agencies to identify and support people whose needs are often overlooked by mainstream services. This includes those who are experiencing multiple and complex health problems and who are homeless, living in inappropriate or unsafe housing or at risk of becoming homeless.

Assertive Outreach Case managers will operate within a dynamic and empowering framework of assertive outreach, service linkage and support.

<table>
<thead>
<tr>
<th><strong>Responsibilities and Duties</strong></th>
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<tr>
<td><strong>Client</strong></td>
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To assist Community Connections and Housing Support for the Aged clients within the Assertive Outreach program to improve their housing and/or health and wellbeing by:

- Undertaking proactive Assertive Outreach activities in collaboration with key stakeholders in LGA catchment areas within the Loddon Mallee region
- Using the Assertive Outreach model to actively seek out and engage with people who are experiencing homelessness and have no current linkages to services
- Providing a comprehensive outreach assessment and casework service to client with multiple complex issues experiencing housing crisis and/or homelessness
- Operating within a Case Management Framework applying independent models of practice including Assertive Outreach, Community Care Common Standards, HACC Active Service Model and Diversity Planning and Practice Framework
- Developing, implementing and reviewing goal directed case plans collaboratively with clients using a person centred approach
- Initiate and attend case management and care coordination meetings with other professionals involved with client to ensure a collaborative care coordination service delivery approach
- Referring clients to general and/or specialist services;
- Advocating on the client’s behalf when barriers to access to these services are identified;
- Disbursement of financial assistance (Flexible Care Funds) to overcome short-term crises; |
Transitioning clients with exit planning once the client’s situation has improved and/or the client is being successfully supported by longer-term support service.

**Service System Development**

- Establish and maintain positive working relationships with management in low-cost accommodation facilities across LGA areas, eg rooming houses, supported residential services, public housing and caravan parks to facilitate accommodation outcomes for clients
- Establish and maintain positive working relationships with other generic and specialist community providers across LGA areas, eg Office of Housing, Special Homelessness Services, Allied Health, Advocacy services to promote and enhance service access pathways
- Establish and maintain positive working relationships with other relevant stakeholders across LGA areas, eg police, park rangers, church groups
- Contribute to the development of relevant inter-agency protocols around service delivery to the client group.
- Maintain up to date knowledge of accommodation and other service options for the client group.
- Regularly participate in service provider network meetings and committees that current and future service planning and delivery meets the needs of the client group.
- Maintain accurate case files and collect data according to funding requirements

**Professional**

- The Assertive Outreach Case Manager(s) is responsible to the Team Leader for all program/operational - related matters.
- To uphold the agency’s mission and role in creating positive outcomes for the unique and valued client group together with other team members, HHS staff, external providers and to members of the community.
- To meet reportable deadlines with high quality work outcomes.
- To contribute to the development, implementation and review of the Assertive Outreach Program planning and operational processes.
- To be aware of personal safety requirements of Community Connections Assertive Outreach work that includes at times working in pairs, carrying a mobile phone and logging in expected outreach activities and expected return to office.
- To manage all tasks associated with this position in the context of participation in regular supervision, debriefing, training and team building activities.
- To assist in developing, implementing and monitoring activities which contribute to effective teamwork.
- To assist in developing and implementing policies and practices that enable effective and efficient delivery of services.
- Other duties, functions and responsibilities as directed by HHS.
### Delegations, Authority Levels and Decision Making

- This position reports to the Team Leader - Assertive Outreach Program

### Key Selection Criteria

- Understanding/experience of Case Management service delivery.
- Demonstrated capacity and experience in working with disadvantaged people in our community in crisis, dealing face to face with people experiencing distress and behaving in ways that may not accord with one's own values or background.
- Demonstrated understanding and experience in providing support and crisis intervention to individuals with complex needs in a Case Management model/framework.
- Knowledge and experience in working within the aged, health and community service systems.
- Comprehensive understanding of the Assertive Outreach Model, HACC Active Service Model and Diversity Framework.
- Demonstrated sensitivity and ability to work with clients in an ethical manner which respects their right to live as they see fit and which affords the client a culturally, age, ability and gender appropriate approach to their needs.
- Demonstrated excellent organisational skills in order to meet deadlines and to deliver high quality outputs, including the demonstrated ability to re-order work and priorities in response to demand and crises.
- Skills in assessment, monitoring and reviewing, in the context of working with the client group, including case plans.
- Ability to work in a team environment as well as autonomously.
- Demonstrated excellence in communication – written and oral.
- Ability to carry out Assertive Outreach activities which includes travelling to LGA catchment areas.

### Qualifications & Experience

- A formal qualification in related disciplines such as Social Work, Welfare, Social Sciences or other relevant qualifications is required.
Inherent Requirements of the Position

- Successful appointment of this position will be subject to:
  o Taking part in recruitment testing as part of the selection process
  o Pre-employment medical disclosure form prior to commencement
  o Undergo a Police Check and Working with Children Check *prior* to commencement
- All Haven staff must hold a current Victorian Drivers Licence at all times.
- All Haven staff must take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
- A sound working knowledge of computers and Microsoft office programs.
- A commitment to and respect of Havens Values and Expected behaviours
- All Haven staff must participate in training, supervision and appraisal activities.
- Some out of hours (including rostered system) and weekend work may be required.
- All Haven staff are required to perform the Concierge function (on a rostered system)

Approval of Position Description

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<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Date</th>
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<tbody>
<tr>
<td>Executive General manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chief Officer of Line Manager</td>
<td>Niall Hensey</td>
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Acceptance of Position Description

To be signed upon appointment

Employee
**Application Information**

**To be considered for shortlisting and an interview applications must include the following:**

- **Cover Letter**
  - A statement which describes your suitability against each of the **key selection criteria** detailed in the Position Description;

- **Resume**
  - A **resume** containing your contact details, summary of work experience, details of qualifications and education

- **Referees**
  - If required for an interview you will be required to provide details of at least three referees – ideally one should be from your supervisor and from your most recent employer and others a knowledge of your work performance

**Applications can be emailed, posted or hand delivered to:**

Email: hr.mailbox@hhs.org.au

Posted or Hand Delivered: “Private & Confidential”
  - Human Resources Officer
  - Haven
  - 10-16 Forest St
  - PO Box 212,
  - BENDIGO VIC 3552

For any queries relating to this Position please call 03) 5444 9047 / 03) 5444 9039

**Applications must be received before COB 18th August 2017.**

**The successful applicant will also be required to:**

- Be available as part of the interview process undertake the accredited APP – skills and abilities test and CPI 260 test
- **Pre-employment Medical Disclosure** – Haven is committed to providing a safe work environment for all employees. As part of this you will be required to provide information regarding any pre-existing injury or disease which could affect your ability to perform the proposed employment. You will be asked to complete and sign a disclosure form prior to commencement.
- Undergo a **Police Check prior** to commencement. Your suitability of Employment will be determined by any outcome that may be listed on this check. Please contact HR to complete form prior to commencement.
- If your role involves child related work then you will be required to obtain a **Working with Children Check**. This will need to be produced **prior** to commencement.
- If you do not already have a WWC Check Haven will assist with the cost please contact HR as soon as advised of success in your application to ensure an application for WWC Check is completed prior to commencement.