

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Housing Connect Case Manager	<b>LOCATION:</b>	17 Stoke Street New Town
<b>REPORTS TO:</b>	Family & Housing Services Coordinator	<b>HOURS:</b>	Part Time - .8 FTE
<b>SALARY/AWARD:</b>	Social, Community, Home Care and Disability Services Industry Award 2010	<b>LEVEL:</b>	Level 5

### ORGANISATIONAL VISION, MISSION & VALUES:

<b>Vision:</b>	Creating compassionate, resilient and connected local communities
<b>Mission:</b>	Guided by Christian values, Hobart City Mission brings together people who give and people in need, through the provision of client focused, holistic and innovative services.
<b>Values:</b>	<i>The principles that guide our behaviour and decision making</i>
• <b>Honesty</b>	We are honest, ethical and transparent, and this will build trust, with clients, staff and supporters.
• <b>Respect</b>	We respect you so you will respect yourself.
• <b>Teamwork</b>	We work together as a professional team to accomplish the outcomes that we strive to achieve.
• <b>Innovative</b>	We seek to find solutions where none seem to exist, to assist those in need.
• <b>Passion</b>	We are inspired to assist those in need regardless of circumstance and stature.

### PURPOSE OF THE POSITION:

Working as part of the Disability, Family and Community Support Services Team (DFaCSS), this position contributes to Hobart City Mission achieving its Vision through the delivery of Programs and services that offer social, emotional and spiritual support and guidance to improve the capacity of those in need within Community.

Under general direction from the Family and Housing Coordinator, this person will undertake responsibility for the Housing Connect Program.

#### **KEY RESPONSIBILITIES:**

The Housing Connect Case Manager is responsible for monitoring and managing their own case loads, including planning, administration and the use of analytical skills to evaluate and report on the clients within their case load. This person will adhere to established work practices, and is expected to operate with a degree of autonomy, and is required to exercise initiative and professional judgment where work practices are not clearly defined.

A person at this level will demonstrate a high level of interpersonal skills in dealing with clients, the public and other organisations to manage and maintain relationships.

This position works under general direction from the Family and Housing Support Services Coordinator, and may be expected to supervise employees and volunteers classified at lower levels working within the Program.

#### **SELECTION CRITERIA:**

**Demonstrate professional and case management skills including ability to co-ordinate human, financial and physical resources and to monitor effectiveness and efficiency and the ability to identify opportunities for continuous improvement.**

**A genuine interest and understanding of family and community support issues impacting of disadvantaged people in the community, policies, programs including an awareness of the broader policy context and knowledge of, or ability to quickly acquire knowledge of the relevant legislation.**

**Demonstrate an understanding of the specific Act's related to working within the community services area and Mandatory reporting responsibilities**

**Ability to plan and achieve results, including the ability to determine priorities, manage competing tasks and operate effectively under pressure**

**Good interpersonal skills including effectiveness in written and verbal communication, negotiation and conflict resolution skills.**

**Ability to liaise, negotiate and work with clients and stakeholders from a range of organisations and different backgrounds especially in the homeless sector.**

**General knowledge and experience in a broad range of office functions, including proficiency in the use of current office technology and time management.**

### **CRITICAL SUCCESS FACTORS:**

- Establish & Maintain client satisfaction levels.
- Monitor and maintain KPI's as stated in the Housing Connect contracts.
- Review and address feedback received from internal and external stakeholders and the community.
- Maintain Client confidentiality at all times.
- Policies, procedures, regulatory standards and mandatory reporting requirements are adhered to.
- Program database and reporting requirements are maintained and monitored through quarterly audits and regular supervision
- Case loads are managed effectively and checked through quarterly audits

### **QUALIFICATIONS, SKILLS & EXPERIENCE:**

- Relevant degree or diploma-level qualifications with a minimum of 2 years' experience working in a case management position;
- An understanding of Disability, Child Youth and Family Services sector, including Child Protection and the requirements of the Children, Young Persons and Their Families Act 1997 and other key legislative reforms;
- Demonstrated experience in engaging and working with families/individuals;
- Ability to present case reviews professionally to groups;
- Experience in facilitating client-related meetings between internal and external stakeholders;
- Excellent Interpersonal and team work skills;
- Conflict resolution skills;
- Ability to network and develop effective working relationships at all levels of the community.

### **ESSENTIAL REQUIREMENTS**

- A current unrestricted Tasmanian driver's license
- National Police Check (Schedule 1 Police Check)
- A current (or willing to apply and provide) Working with Vulnerable People Registration (Issued by the Tasmanian Department of Justice)

## ROLE COMPETENCIES & PERFORMANCE KPI'S:

### **Client Support:**

- Supporting clients with developing self improvement and life skills, and advocating on behalf of client when appropriate;
- Liaising with DFACSS staff about clients where appropriate;
- Referring families to follow-up and long term services as needed;
- Providing relevant information to the client and their families about the program at referral;
- Provide a high level of professional support to the client;
- Assist with the reduction of reliance on the welfare system and encourage clients to become self reliant;
- Maintain up to date contact with clients to complete and evaluate case plans and individual needs as required;
- Maintain client case notes daily within the specified data base.

### **Safety:**

- Ensure personal work practices comply with the organisations Home Visit Policy and Procedure, and Work Health and Safety Policies and Procedures;
- Report and document incidents in accordance with Hobart City Missions policies.

### **Professional:**

- Work consistently and positively as a member of a team, including attendance at supervision meetings, team meetings and training sessions;
- Work in accordance with all policies and procedures;
- Professional presentation in all interactions with clients and stakeholders;
- Develop and maintain positive working relationships with internal and external

### **Stakeholders;**

- Maintaining a dynamic and sustained approach to acquiring knowledge, skills and resources in collaboration with the team.

### **Information Management:**

- Collect, evaluate and report against Program business objectives;
- Client information data base is accurate at all times (including contact details for significant persons);

- Maintain hard copies of reports in a locked draw with scanned copies saved and stored on appropriate data base;
- Maintain weekly case notes on the appropriate databases.

**Key Performance Indicators:**

- Client satisfaction levels
- Monitor and maintain KPI's as stated in the Housing Connect contracts
- Feedback received from internal and external stakeholders and the community
- Ensure confidentiality of client information is maintained
- Policies, procedures, regulatory standards and mandatory reporting requirements are adhered to
- Program database and reporting requirements maintained and monitored through quarterly audits and regular supervision. Case loads are managed effectively and checked through quarterly audits

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time.

<b>EMPLOYEE NAME:</b>			
<b>EMPLOYEE SIGNATURE:</b>		<b>DATE:</b>	
<b>MANAGER NAME:</b>			
<b>MANAGER SIGNATURE:</b>		<b>DATE:</b>	
<b>PERFORMANCE REVIEW PERIOD:</b>			
<b>NEXT REVIEW DATE:</b>			