

Position Title:	Housing Connect Case Manager
Reports To:	Housing Services Program Manager
Location/Business Unit:	New Town, Hobart City and client locations as required
Award:	Social, Community, Home Care and Disability Services Award SCHADS Award (2010)
Classification:	Level 5: Pay Point 1

Continuing our Legacy

Hobart City Mission (HCM) has been serving the people of Southern Tasmania since its establishment in 1852. This has only been made possible through the generosity of our supporters and volunteers.

HCM was the first City Mission in Australia and is the third oldest Mission in the world. HCM offers assistance to those who need it most, in the Southern Tasmanian community, by providing emotional, physical and financial support and guidance. We pride ourselves on developing innovative programs and services that empower people and enable them to participate in community life with a sense of dignity, purpose and self-reliance.

Contributing to our Work Environment

HCM's work environment is centred around team work. We work as a collective to provide support and assistance to those in need in our local community, whilst supporting one another in our respective roles. We respect each other, our differences, our uniqueness and we are proud to be part of an organisation that brings people together to support those in need.

Demonstrating Our Values

You will be **honest**, ethical and transparent, building trust and positive relationships with clients, your **team**, and other employees across HCM.

You will be **innovative and passionate** and excited to be part of the HCM team who have a long proud history of providing solutions where none seem to exist, to assist those in need. We are inspired to assist those in need, regardless of circumstance and stature.

We will **respect** you, so you can **respect yourself and your team**. We work together as a professional **team** to accomplish great outcomes for our clients.

Position Overview

The Housing Connect team provides support and connection to services for people who are experiencing or at risk of homelessness seeking assistance to access safe, affordable and appropriate housing.

Housing Connect provides housing support, case coordination and case management support. Reporting to the program manager you are responsible for a case load of Housing Connect clients. You will be responsible for monitoring and managing your own caseloads and, operating with autonomy, you will exercise initiative and professional judgment as part of your daily work.

You are a people person with excellent interpersonal skills communicating effectively with your clients, providing effective support to help them find pathways into housing and connections to other support services.

Key Functions

Provide day to day client support as follows:

- Provide case planning, case management and solutions focused counselling for people experiencing barriers to accessing and maintaining accommodation
- Build and maintain positive supportive professional relationships with clients
- Provide relevant information, referrals and advocacy to, and on behalf of, your clients and their families to assist them to move through the program into housing
- Connect clients/families to other general and specialist support services (explaining what those services will offer them.)
- Work closely with clients to develop strength-based case plans that meet their individual needs

Program Governance & Quality Client Service

- Establish positive and proactive professional relationships and communications with local networks to enhance partnerships and improve access to services for clients
- Ensure comprehensive understanding and compliance with the Housing Connect program guidelines, HCMs policies and procedures, State and Federal legislative and regulatory requirements
- Develop and maintain a best practice and continuous improvement approach to client and program service delivery
- Monitor, review and evaluate client outcomes

Team Work

- Work with colleagues in a supportive and cooperative manner
- Liaise and communicate with other team members in the interests of achieving a consistent service delivery to clients
- Actively contribute to your team environment through open communication, participation in regular staff meetings and timely responses to requests for information
- Provide back up and support to other staff as required
- Attend appointments and/or other services with Case Managers when required
- Participate in professional learning and development activities

Administrative/Reporting

Ensure excellent administration practices and reporting as follows:

- Maintain effective/clear and concise client case notes on the (SHIP) Database.
- Comply with all relevant legislation, privacy/confidentiality/codes of practice/conduct and mandatory reporting requirements
- Provide effective reports to the Program Manager as required
- Ensure all email communication is clear and professional

Work Place Health and Safety

- Ensure that all activities and behaviours are carried out with due diligence and care for personal safety and the safety of clients, colleagues and service providers
- Maintain up to date knowledge of HCM work health and safety (WHS) requirements and participate in mandatory WHS training
- Have an awareness of self-care and self-reflection.

Skills/Qualifications/Experience

You will be persistent, resilient, assertive, approachable and act with positive purpose to achieve good client and team outcomes. You will also demonstrate the following:

- Relevant degree/diploma in community services
- Relevant experience in the homeless/community services area
- Excellent understanding of homelessness issues
- Excellent interpersonal skills, building positive relationships with staff, managers and key community and government stakeholders
- Excellent analytical and problem-solving skills
- Excellent time management and organization skills
- Excellent written and verbal communication skills
- Advanced computer literacy/online technology experience

Key Selection Criteria

- **Demonstrated ability to meet the above skills/qualifications/experience**
- Demonstrated high levels of professionalism, honesty and integrity
- Demonstrated Case Management and networking skills
- Demonstrated ability to work positively with HCM values
- Demonstrated understanding of boundaries, self-care and self-reflection.
- Demonstrated ability to work in a team environment, contributing to wider organizational needs and projects when required
- Full driving license with own transport (preferred)
- Current police check (less than 6 months old) and Tasmanian Working with Vulnerable People Registration (or ability to attain)

I acknowledge that I have been provided with a copy of this position description and it has been discussed with my direct supervisor/manager.

Employee Name: _____

Employee signature: _____

Managers Name: _____

Managers signature: _____

Dated: _____