

Position title	Family Support Case Manager Homelessness		
Position holder	Vacant		
Program	Family Violence Services		
Funded by	Department Families, Fairness and Housing (DFFH)		
Based at location	Stawell		
Responsible to	<ul style="list-style-type: none"> • Program Leader Family Violence Services • Manager Family Violence Services and Healthy Communities • General Manager People and Community Support • Chief Executive Officer 		
Direct reports	<ul style="list-style-type: none"> • Nil 		
Award	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
Classification	SACS Level 3 Pay Point 1 to Pay Point 4 Level 1		
Hourly rate	\$32.54 to \$37.54	Annual	\$51,446 to \$59,338
Status	Part time		
Hours per week	30.4		
PD last updated and approved by CEO	January 2022		

Position summary

This position is funded by The Support for Families at Risk (SFAR) and A Place to Call Home (APTCH) programs, which aim to achieve long term housing, employment, education, health and wellbeing outcomes for families who are homeless or at risk of homelessness.

The Family Support Case Manager Homelessness will provide case management support and related assistance to achieve the maximum possible degree of self-reliance, empowerment and independence for families who are homeless or at risk of homelessness.

Services provided by the Case Manager may include; therapeutic support, crisis resolution, personal care, life skills training, information and advocacy and/or assistance with accessing appropriate long-term housing, training and employment opportunities. The position will provide information and/or referrals to other service providers as relevant and appropriate.

Key responsibilities

1. Assist people to overcome current or impending homelessness through the provision of service, based on case management principles.
2. Assist people to develop knowledge of tenancy issues, their rights and obligations and promote the development of necessary skills to successfully obtain secure housing and independent living skills.
3. Ensure access and advocacy for service users to relevant services such as cultural support, family violence related services, housing, income security, legal assistance, financial management, parenting support, children's support services and health issues and providing some of these services where necessary.
4. Ensure clients participation in their own case planning.

5. Liaise and consult with other SHS services, government departments and the community sector to continue the development of the SHS service and other initiatives to meet the needs of homeless people.
 6. Work cooperatively and maintain professional relationships with other homelessness and housing providers to deliver the APTCH program objectives.
 7. Travel throughout the sub region attending appropriate meetings and developing strong links and protocols with relevant agencies to ensure accessibility to service users.
 8. Continue to develop skills and knowledge by actively participating in professional development activities and/or ongoing training both within and away from GCH.
 9. Develop case plans relevant to the specific needs of the individual, maintain accurate case files and collect data according to the program standards.
 10. Provide supervision and support to students as required.
 11. Other duties commensurate with current skills and experience as agreed with the Program Leader, Manager, General Manager or the Chief Executive Officer.
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Key selection criteria

Qualifications

- Tertiary qualifications in a relevant or related community services discipline.

Mandatory:

- Case management skills and experience

Desirable

- Experience in working with people who are homeless, or at risk of homelessness.
- Experience working with vulnerable families with complex needs

Demonstrated skills, experience and/or understanding of:

- Understanding of the needs of and a demonstrated capacity to work with people who are homeless at risk of homelessness and/or in crisis.
- Relevant experience in housing and tenancy issues.
- Working with multi-disciplinary team, understanding of collaborative, shared care planning.
- Demonstrated attention to detail with well-developed administrative and organisational skills to effectively manage high volumes of work and determine priorities, meet targets and deadlines.
- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.
- Demonstrated ability to contribute to positive workplace culture and practices.

Licences and registrations

- Current Victorian driver licence
- Current National police check (less than 3 months old)
- Current Working With Children Check

Personal attributes

- Ethical and inclusive
- Self-disciplined
- Collaborative and supportive
- Flexible and resilient

Conditions of employment

This position is ongoing and is subject to:

- Successful completion of a six-month probationary period
- Full COVID-19 vaccination status from MyGov or Medicare or
- Certified evidence of medical exemption for COVID-19 vaccination

And requires the following checks:

- Satisfactory police check
- Working with Children Check

Note: Checks must be obtained and provided prior to commencement as a condition of employment at Grampians Community Health. Where check results are unsatisfactory in relation to the role to be carried out, the offer of employment will be withdrawn.

Employee acceptance of position:

Employee signature

Vacant

Date
