

<b>Position title</b>	Intensive Case Manager Homelessness		
<b>Position holder</b>	Vacant		
<b>Program</b>	Family Violence Services		
<b>Funded by</b>	Department Families, Fairness and Housing (DFFH)		
<b>Based at location</b>	Stawell		
<b>Responsible to</b>	<ul style="list-style-type: none"> <li>• Family Violence Services Program Leader</li> <li>• Manager Family Violence Services and Healthy Communities</li> <li>• General Manager People and Community Support</li> <li>• Chief Executive Officer</li> </ul>		
<b>Direct reports</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>		
<b>Award</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017		
<b>Classification</b>	SACS Level 3 Pay Point 3 to SACS Level 4 Pay Point 1		
<b>Hourly rate</b>	\$34.19574 to \$37.5366	<b>Annual</b>	\$67,571 to \$74,172
<b>Status</b>	Full time		
<b>Hours per week</b>	38		
<b>PD last updated and approved by CEO</b>	January 2022		

### Position summary

Covering the Central Grampians and Wimmera area (Stawell and St Arnaud), the objective of the Intensive Case Manager Homelessness is to achieve through the provision of intensive case management (ICM) support and related assistance, the maximum possible degree of self-reliance, empowerment and independence for people who are homeless or at risk of homelessness.

Intensive Case Management is often differentiated from standard case management by smaller caseloads and a higher frequency of client contacts. The responsibility for leading and coordinating the involvement of multiple services with clients who have high and complex needs is also a critical aspect of the ICM role. ICM processes must ensure that multiple services are delivered in a coordinated manner and that clients can access such services in accordance with their needs.

Services provided by the Intensive Case Manager Homelessness 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.

Homelessness is the state in which a person does not have access to safe and secure shelter. Safe and secure shelter is shelter of a standard that does not damage a person's health, threaten their personal safety or marginalise them through failing to provide access to adequate personal amenities or the economic and social supports that a home normally provides.

## Key responsibilities

1. Effectively assist people who are homeless to achieve self-reliance and independence.
  2. Provide information and/or referrals to other service providers as relevant and appropriate.
  3. Assist people to overcome current or impending homelessness through the provision of service, based on intensive case management principles.
  4. Assist people to develop knowledge of tenancy issues, their rights and obligations and to promote the development of necessary skills to successfully obtain secure housing and independent living skills.
  5. 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.
  6. Ensure clients participate in their own case planning.
  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. Develop case plans relevant to the specific needs of the individual, maintain accurate case files and collect data according to the GCH and DFFH standards.
  9. Under the direction of GCH take responsibility as part of a team of the Family Violence Services Program and ensure adherence to DFFH Standards and key performance indicators.
  10. Work with the Family Violence Services program to improve the quality and effectiveness of the program.
  11. Provide supervision and support to students as required.
  12. 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

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

### **Mandatory:**

- Extensive case management skills and experience

### **Desirable**

- Experience working with people who are homeless, or at risk of homelessness

### **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.
- 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
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### 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.

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### Employee acceptance of position:

Employee signature

Vacant

Date

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