

Position title	Homelessness Case Manager (Intensive)		
Position holder	Vacant		
Program	Family Violence Services		
Funded by	Department Families, Fairness and Housing (DFFH)		
Based at location	Stawell or Ararat		
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 3 to SACS Level 4 Pay Point 1		
Hourly rate	\$35.76 to \$39.26	Annual	\$70,662 to \$77,578
Status	Full time		
Hours per week	38		
PD last updated and approved by CEO	July 2022		

Position summary

The Homelessness Case Manager (Intensive) will 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 position 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. Provide intensive case management to people who are homeless or at risk of homelessness, to achieve self-reliance and independence.
 2. Lead and coordinate the involvement of multiple services with clients who have high and complex needs.
 3. Ensure clients participate in their own case planning.
 4. Provide a non-judgmental and inclusive service to clients who may be viewed by the service system as hard to engage or as having challenging behaviours.
 5. 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.
 6. 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.
 7. Provide support to the homelessness team at GCH with complex and high needs cases.
 8. Travel throughout the sub region attending appropriate meetings and developing strong links and protocols with relevant agencies to ensure accessibility to service users
 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:

- 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:

- Working with people who are homeless, at risk of homelessness and/or in crisis.
- Working with people who have a range of high or complex care needs.
- 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.

Employee acceptance of position:

Employee signature

Vacant

Date