

Position title	Homelessness Case Manager		
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 SACS Level 4 Pay Point 1		
Hourly rate	\$34.24 to \$39.26	Annual	\$67,658 to \$77,578
Status	Full time		
Hours per week	38 hours		
PD last updated and approved by CEO	March 2023		

Position summary

The Homelessness Case Manager aims to achieve long-term housing, employment, education, health, and wellbeing outcomes for people who are homeless or at risk of homelessness.

The position will provide direct support to meet the goals and outcomes identified in a person's case plan which may include basic counselling, crisis resolution, personal care, life skills training, information, and advocacy and/or assistance with accessing appropriate long-term housing, training, and employment opportunities.

Homelessness support can be provided irrespective of a person's existing living arrangement such as in rooming houses, transitional housing, squats, and informal arrangements.

This position will be required to service other GCH sites as required.

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 specialist homelessness 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. Adhere to all legal compliance including the MARAM Framework.
 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. Assist with the ongoing development of a relevant service delivery model for people experiencing homelessness and survivors of family violence to ensure that the service is responsive.
 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

- Diploma of Community Services (or studying towards), or bachelor's degree in psychology, Social Work or other related field.

Mandatory:

- Case management skills and experience.

Desirable

- Full COVID-19 vaccination status (including booster).
- Experience working with people who are homeless, or at risk of homelessness.
- Experience working with a diverse group of people including people who have entered the justice system.
- Understanding of the needs, and ability to work with, people and families experiencing all form of homelessness including primary, secondary and tertiary homelessness.

Demonstrated skills and experience:

- 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 Employee Working with Children Check

Personal attributes

- Empowering
- Inclusive
- Professional
- Courageous
- Compassionate

Conditions of employment

This position is ongoing and is subject to:

- Successful completion of a six-month probationary period

And requires the following checks:

- Satisfactory police check
- Employee 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.

Required training

- Family Violence Foundations eLearning
 - FVISS & CISS eLearning
 - MARAM Brief and Intermediate training
 - MARAM Collaborative Practice
 - Sentrion online learning management system courses as required
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Employee acceptance of position:

Employee signature

Vacant

Date