

## Position Description Homelessness Case Manager (Intensive)

<b>Position title</b>	Homelessness Case Manager (Intensive)		
<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 or Ararat		
<b>Reports to</b>	<ul style="list-style-type: none"> <li>• Program Leader Family Violence Services</li> <li>• Manager Family Violence</li> <li>• General Manager</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 2022		
<b>Classification</b>	SACS Level 3.1 to 4.1		
<b>Hourly rate</b>	\$37.35 to \$43.08	<b>Annual</b>	\$73,804 to \$85,126
<b>Status</b>	Full time (or part time by negotiation)		
<b>Hours per week</b>	38 (or as negotiated)		
<b>PD last updated and approved by CEO</b>	November 2024		

### 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. Travel throughout the sub region attending appropriate meetings and developing strong links and protocols with relevant agencies to ensure accessibility to service users.
  8. Ensure the up to date and accurate collection, recording and reporting of statistical and service data as required by DFFH and GCH.
  9. Work with the Family Violence Services program to improve the quality and effectiveness of the program, and to maintain a collaborative and supportive team culture.
  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 relevant Bachelor qualification.

#### Mandatory

- Case management skills and experience.
- Experience working with people who have a range of high or complex care needs.

#### Desirable

- Experience working with people who are homeless, or at risk of homelessness.
- 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.
- High level verbal and written communication skills that enable effective and appropriate communication with a broad range of people at all levels.

#### Demonstrated skills and experience

- Ability to maintain confidentiality at all times.
- Demonstrated knowledge and application of computer software, including Microsoft Office and the Internet.
- 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
  - Professional
  - Inclusive
  - Compassionate
  - Courageous
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## 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.

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## Required training

- MARAM Brief and Intermediate.
  - Sentrient online learning management system courses as required.
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## Employee acceptance of position

Employee signature

Vacant

Date

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