

POSITION: Interim Response Case manager
REPORTS TO: Team Leader, Adult Homelessness Services
DATE UPDATED: August 2019

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The Youth & Family portfolio forms part of the Homelessness, Justice and Family Division.

The Adult & Family Homelessness Services (AFHS) provides Case Management and Interim Response support to adults and families who are homeless or at risk of homelessness in the Western Region of Melbourne. The program is available to families and single adults 18 years and over who are experiencing housing difficulties.

AFHS has two main areas:

- Interim Response
- Case Management

The Interim Response team provide short term case management support to divert clients away from the homelessness service system or to contain client's acute crisis until more appropriate resources are available. This is done via referral and advocacy to a range of housing and other support services, information provision and support navigating housing pathways.

The Case Management provides a medium to long term case management service to singles and families experiencing homelessness. The program can support people in transitional housing. Case workers provide advocacy and referral to community and specialist services to address support needs. These can include but are not limited to family and child specific support, drug and alcohol, family violence, financial, legal, community, health and counselling services.

AFHS recognises the issues impacting on homeless people. As a result, the service model provides a combination of case management, case co-ordination, case linkages and active support to clients. This ensures that clients are supported to achieve stable, secure and appropriate housing.

JOB PURPOSE

To provide high quality support to adults and families who are at risk or are experiencing homelessness with securing long term housing and to assist clients with addressing associated needs that result in homelessness.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- Provide case management support to clients that is tailored to their individual needs;
- Deliver a high-quality service by maintaining a constructive and supportive relationship with clients by working within a client centred model, that is family centred and holistic to the diversity of single adults and families;
- Maintain a caseload of clients, the number of which is dependant on the needs of the client and the intensity of support they require. Approximate caseload is between 10-12 clients, however flexibility and the ability to manage case loads outside of this number is expected.
- Conduct Interim Response/case management service at various out posted locations according to program requirements to enhance community resources and networks, as directed by the Team Leader or Operations Manager;
- Liaise and work co-operatively with other programs and community agencies, (i.e. employment, education and training, Centrelink, health, legal), particularly Northwest region homelessness agencies and LASN to address the various needs of clients;
- Advocate for clients to specialist support services, community agencies, employment, education and training services, real estate agencies, court, health and other relevant services and support entails goal planning, budgeting and material aid, community outreach support, transportation of clients, referrals to specialist services, and culturally and linguistically diverse practice;
- Represent Melbourne City Mission Adult and Family Homelessness Services at forums and participate in working groups and regional network meetings, as directed by the Team Leader or Operations Manager;
- Work with the relevant Opening Doors Access Points and within the Open Doors Framework (2008) of service provision to address the needs of adults and families that are experiencing or at risk of experiencing homelessness;
- Administration of the Pharmaceutical Benefits Scheme to clients as required;
- Provide regular feedback to the Team Leader or Operations Manager in relation to trends and issues that may be affecting adults and families;
- Offer support to students completing placements when required through sharing knowledge, practice skills and time and by creating a positive working environment that is conducive to learning;
- Work within a team environment and participate in team meetings and co-located services of The North West Metropolitan service system;
- Maintain accurate data, information, records and files of contact with clients and external services in accordance with the requirements of Adult and Family Homelessness Services policies. This

includes record keeping on the Specialist Homelessness Information Platform (SHIP) client management and data collection program;

- Participate in the development and implementation of appropriate protocols, systems and procedures to improve and assist service delivery of AFHS.
- Participate in meetings, debriefing, supervision, training, and forums.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Perform other duties and responsibilities, as directed by the Team Leader or delegate.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	<ul style="list-style-type: none"> • Staff from the Homelessness, Justice and Families Team • Staff from People & Culture Team • Staff from Properties and Facilities
External Relationships	<ul style="list-style-type: none"> • SASHS- Housing Access Point • Unison – Tenancy team and Housing Access Point • Northwest region homelessness agencies

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in Social Work, Welfare studies or related fields and demonstrated experience in working with people who are at risk or experience homelessness
- Demonstrated experience, knowledge and skills relating to current issues, trends and programs relating to adult and family Homelessness
- Demonstrated experience working within a case management framework
- Demonstrated ability to work collaboratively across homeless sector and mainstream service
- Strong organisational and time management skills with the ability to prioritise tasks
- Excellent written and verbal communication skills
- Ability to work independently as well as within a team
- Well-developed communication, negotiation, interpersonal and conflict resolution skills
- High level of initiative and motivation and desire to expand skills
- An understanding of the requirements for ensuring child safety.
- Strong administration skills and computer literacy.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.
- Internet-enabled device for Time & Attendance when working offsite.

Desirable:

- Knowledge of local and regional networks and service providers

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.

PARTNERSHIPS	Customer Focus We do our best work when we understand people, and enable them to direct their own lives. We Partner with others to provide access to what they need locally.
REPUTATION	Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
PEOPLE	Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.
PEOPLE	Wins Hearts and Minds Contributes to an environment where people want to do their best work and show commitment to the one MCM Purpose and Philosophy
PEOPLE	Challenge and Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make positive difference.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together	We are inclusive and accepting of difference. We work in highly effective teams and our people are connected across our organisation. We engage proactively with others to deliver outcomes.
Courageous	We speak up constructively in line with our convictions. We pursue our goals with determination. We are passionate about our advocacy role.
Curious	We are inquisitive and ask why. We challenge the status quo. We actively explore the alternatives.
Open	We are transparent and have genuine, honest interactions. We listen and hear people's voices. We value and respect the autonomy of clients. We trust one another.

Accountable

- We act safely in all our interactions.
- We manage within our financial and resource boundaries.
- We own our outcomes and decisions.
- We are proud of the work that we do.