

POSITION: Adult Homelessness Services – Case manager

REPORTS TO: Team Leader Adult Homelessness Services

DATE UPDATED: March 2021

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 diverse community support 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. Our Healing Oriented Framework guides us in our trauma informed knowledge to enhance trauma responsiveness across all programs and deepens the capacity of teams and services in complex environments to provide healing oriented 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 Adult Homelessness Service (AHS) program sits within Melbourne City Mission's Homelessness, Justice and Families portfolio and forms part of Youth and Family Homelessness Services.

The AHS provides case management and support to adult singles and families who are homeless or at risk of homelessness in the Western Region of Melbourne.

Short term case management - is the provision of 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 private rental searches, information, referral and advocacy to a range of housing and other support services.

Case Management - is the provision of high quality, housing focused support to a wide range of adults and families experiencing homelessness and difficulty securing long-term housing. Case managers will work from a client centred and strengths-based framework and be culturally sensitive within their daily practice. The program also includes providing case management support to adults and families residing in Transitional housing.

Case Managers provide support and advocacy as well as referrals to community and specialist services to address support needs. The role will include but is not limited to, the following supports; family & child specific, drug and alcohol, family violence, financial, community, health and counselling services.

AHS recognises the wide range of issues impacting on homeless people. As a result, the service model provides a combination of case management, case co-ordination, case linkages and active outreach to clients, including home visits. This ensures that clients are supported to achieve their goals as well as the skills to enable stable, secure and appropriate housing.

JOB PURPOSE

To provide high quality support to adults and families who are experiencing homelessness in order to address associated barriers that may have impacted on their housing circumstances and to work towards securing long-term housing.

JOB OBJECTIVES

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

- Provide a mixture of crisis, short-term and medium-term case management support to people experiencing homelessness.
- Deliver a high-quality service by maintaining a constructive and supportive relationship with clients, working from a client centred model that is inclusive of the diversity of single adults and families.
- Maintain a caseload of clients, the number of which is dependent 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 caseloads outside of this number is expected.
- Develop case plans in conjunction with clients and implement strategies that enable clients to achieve their goals by building on their strengths and focusing on solutions.
- Advocate on behalf of clients with other agencies to ensure access and delivery of services.
- Provide flexible community outreach support including; transporting clients, home visits and MCM office appointments.
- Develop and maintain collaborative, effective and integrated working relationships with relevant Opening Doors Access Points and work within the Open Doors Framework (2008) of service provision.
- Build and maintain strong relationships with a range of stakeholders, including; Housing Access services, Transitional Housing Providers and other supports. Administer the Pharmaceutical Benefits Scheme to clients as required.
- 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"> • The Salvation Army Social Housing & Support (SASHS)- Housing Access Point • Unison - Tenancy team and Housing Access Point

- Salvation Army Housing Victoria

KEY SELECTION CRITERIA

Essential:

- Tertiary qualifications in Social Work, Welfare studies or related fields
- Demonstrated experience, knowledge and skills in working with people experiencing or at risk of homelessness.
- Demonstrated experience working within a case management framework.
- Understanding of relevant legislation, particularly the Child and Family Act and its application.
- Well-developed communication, negotiation, interpersonal and conflict resolution skills.
- Ability to work both independently and as part of a team.
- High level of initiative and motivation and desire to expand skills.
- Proven flexibility, adaptability and able to respond and adjust easily to change in work demands.
- 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 homelessness 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.
- All employees are subject to MCM’s Employment Safety Screening Procedure.

LEADERSHIP CAPABILITY FRAMEWORK

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

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>Customer Focused 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.</p>
PARTNERSHIPS	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
REPUTATION	<p>Disrupting Disadvantage Promotes fairness, and seeks to provide added advantage and opportunity to those who would normally be disadvantaged.</p>
PEOPLE	<p>Wins Hearts & Minds Contributes to an environment where people want do their best work, and show commitment to the One MCM Purpose and Philosophy.</p>
PEOPLE	<p>Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>

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.

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.