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| **Position Title & Level/Grade:** | ASSIST Case Manager.  Level 5 CatholicCare Enterprise Agreement. | | | **Department:** | | Youth, Mental Health, Homelessness, AOD & Family Support | |
| **Reports to:** | Manager - Homelessness Services and Family Support. Youth, Mental Health, Homelessness, AOD & Family Support Portfolio. | | | **Supervises:** | | Nil | |
| **Internal Liaisons:** | Professional Supervisor, Housing Programs Manager, MINOSA House Case Manager, Manager Homelessness Services and Family Support and Director Youth, Mental Health, Homelessness, AOD & Family Support. | | | **External Liaisons:** | | Onelink, ACT Housing, Community Services Directorate (funding body), Programmed and other key stakeholders and relevant agencies. | |
| **Position Objective** | | | The ASSIST Case Manager provides outreach support within a case management framework to clients aged over 18 years who are homeless or at risk of homelessness.  The goal of the program is to reduce homelessness through early intervention, collaborative engagement, service coordination, information/education, referral and advocacy. The service provides outreach service across the ACT.  The successful applicant will need to be able to work with minimal supervision and work effectively within a small team. Expertise in effective time management, administration skills, casework, collaborative engagement, service coordination, information/education, referral and advocacy – are essential. | | | | |
| **Key Responsibilities** | | | **Operations and Contract Management**   * Maintain an average caseload of 25 clients, or as directed by your manager. * Provide Strength based Case Management to people over the age of 18 years, who are homeless or at risk of homelessness. * Provide assertive outreach to people over the age of 18 years, who are homeless or at risk of homelessness. * Address the barriers that clients are facing to find stable accommodation. * Utilise a service coordination approach to work with stakeholders to achieve optimum outcomes for clients. * Maintain effective administrative functions including, records, statistics and reports relevant to the program. Case notes/files are to reflect strength based and client focused practice. These will be reviewed at your monthly meetings, as well as auditing randomly.   **Staff Development**   * Attend Monthly Professional Supervision. * Attend Team Meetings as required. * Undertake professional development as per your Professional Development Plan and Program and CatholicCare Policies, including program specific core training.   **Quality Assurance**   * Adheres to CatholicCare’s Code of Ethics and Conduct. * Participates in Quality Assurance and Policy Reviews.   **Risk Management**   * Comply with Organisational, Portfolio and Program Specific Policies and Procedures. * Comply with Workplace Health and Safety Laws.   **Self-Management**   * Meet KPI’s as per Performance Appraisal. * Ensure that all client meetings and appointments are to be placed in your outlook calendar, which is to be shared with your team members and your manager. * Ensure that all case notes reflect strength based and client focused practice.   **Networking**   * Attend and professional represent CatholicCare at external network meeting, forums, committees, conferences and consultations such as with; ACT Shelter, Who’s New On The Street Committee Meeting, and other relevant stakeholder meetings. | | | | |
| **Key Selection Criteria** | | | | | | | |
| * Relevant tertiary qualifications and at least 2 years’ experience working with complex clients. * Knowledge and understanding of the key issues of people who are homeless or at risk of homelessness * A comprehensive understanding of Collaborative Practice and Service Coordination. * Sound written and verbal communication and IT&C skills. * Understanding of Equal Employment Opportunity (EEO), Work Safety and Confidentiality. * Drivers Licence. * In possession of a WWVP ID. | | | | | | | |
| **Experience & Knowledge** | | * Knowledge and understanding of the key issues facing adults who are homeless or at risk of homelessness. * A comprehensive understanding of Collaborative Practice and Service Coordination. * Knowledge of related standards, laws, legislation, awards regulations and codes. * Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation. * Understanding of Quality Assurance Standards, protocols and implementation | | | **Attributes** | | * Evaluating and monitoring own performance. * Having knowledge and confidence in own ideas and vision. * Articulating own ideas and vision. * Taking responsibility. * Working ethically. * Working under pressure. * Demonstrating resilience. * Being patient and persuasive. * Being punctual and meeting deadlines. * Accepting change. * Empathetic. * Emotional Intelligence. * Commitment to Social Equity. * Sense of Humour. * Enthusiastic and Positive. |

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| **Employee Declaration** |
| I have read this document and agree to undertake the duties and responsibilities as list above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |