|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Position Title & Level/Grade:** | MINOSA House Case Worker.  Level 5 CatholicCare Enterprise Agreement. | | **Department:** | Youth, Mental Health, Homelessness, AOD & Family Support |
| **Reports to:** | Outreach and Residential Services Manager | | **Supervises:** | MINOSA House Residents |
| **Internal Liaisons:** | Professional Supervisor, Housing Programs Manager, ASSIST Case Managers, Outreach and Residential Services Manager 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 MINOSA House Case Worker provides quality residential coordination and Case Management. A core objective of this role is to be proactively engaging and working with six adult men that are homeless – working through a Person-Centred and Strength Based framework, the successful applicant will help each client achieve independent and long-term accommodation.  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** | | **Residential Coordination & Support**   * Oversee the running of MINOSA House and its residents. Including but not limited to preparing rooms for new residents, and ensure WHS Standards are met at all times. * Monitor and lodge any maintenance requirements. * Encourage and promote skills for independence. * Client support and transportation. * Crisis Intervention.   **Case Management**   * Provide Person-Centred and Strength Based Case Management. * Address barriers to homelessness. * Utilise 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. | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Selection Criteria** | | | |
| * Tertiary qualifications in a relevant discipline. * Experience in working with complex clients – especially adult men. * Proven knowledge of Strength Based Case Management and an understanding of its application. * An understanding of the key elements of collaborative practice and service coordination. * Wide-ranging Housing and Homelessness Sector knowledge and experience. * 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. * Knowledge and understanding of the key issues facing families with complex needs. * 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. * High Emotional Intelligence. * Commitment to Social Equity. * Sense of Humour. * Enthusiastic and Positive. |

|  |
| --- |
| **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. |

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