

# Position Description

<b>Title</b>	Case Coordinator
<b>Business Unit</b>	Street 2 Home, Supportive Housing Team
<b>Location</b>	105 Dana Street, Ballarat
<b>Employment type</b>	Full time, Maximum Term position until 30 June 2023
<b>Reports to</b>	Team Leader, Street 2 Home Program

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate, and bold

### 1. Position purpose

- To strengthen consumers abilities to coordinate and implement supports and participate more fully in the community. This position enhances the ability of individuals to be able to live independently and maintain tenancies, as well as preparing clients experiencing rough sleeping for independent living.
- It can include initial assistance with linking participants with the right providers to meet their needs/goals, assistance to source providers, resolving points of crisis and developing consumer resilience in their own network and community including the support available in the Street 2 Home – Supportive Housing Team.
- Case Coordination will be able to provide service consumers in their home, as well as to those who are experiencing rough sleeping in an assertive outreach capacity.
- Case Coordinators are responsible for coordinating case plan meetings, assisting with NDIS applications, correction orders, Victims of Crime applications, and engaging/supporting consumers in Consumer Voice reference group participation and Uniting events consumer participation.

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## 2. Scope

### Budget:

*nil*

### People:

*nil*

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## 3. Relationships

### Internal

- Street 2 Home staff
- Team Leader Street 2 Home
- Relevant Uniting Programs

### External

- National Disability Insurance Scheme
  - Corrections Victoria
  - Ballarat Health Services/Ballarat Mental Health Services
  - Relevant stakeholders – Central Highlands
  - Department of Families, Fairness and Housing
  - Department of Justice
  - Other AOD, Clinical Services, or Mental Health Services
  - ACSO
  - General Practitioners
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## 4. Key responsibility areas

### Person centred knowledge and application

- Has a thorough practical working knowledge and understanding of person-centered approaches to service offerings/supports.
- Aware of the range of goals and aspirations of clients and implements person-centered plans involving the provision of multiple service offerings / supports.
- Assists with contributing to local planning and development of service offerings/supports.

### Skill development and support

- Understands a person's goals and requirements and their individual support plan in circumstances where complex care and/or significant environmental factors exist.
- Undertakes service delivery liaison/communication with people in respect to a variety of complex problem resolutions involving multiple delivery methods.
- Organises referrals through a comprehensive understanding of the range of support and services offered.
- Assists in allocating staff, based on skills and knowledge, to meet a person's needs and goals.
- May assist more senior staff with the evaluation of programs and prepares related reports as required.

### Participation and inclusion

- Supports clients in achieving life learning, participation, living skills and appointments.
- Assists clients resolve a variety of complex matters relating to social issues.
- Will oversee the implementation of individual plans involving access to multiple service offerings, especially within the Supportive Housing Team.

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- May assist with peer supervision of other team members engaged in the implementation of individual plans.

#### Community engagement and education

- Detailed working knowledge of relevant community networks and relevant external services.
- Assists with representing own organisation.
- Builds strong working relationships with community groups and other agencies.
- Works proactively to extend links and build knowledge and capacity in the community.
- Networks with staff from community organisations and community groups and utilises volunteer support.
- Implements and supports all consumer voice engagement and consumer experience engagement

#### Reporting, documentation and administration

- Adheres to reporting, documentation and business administration requirements and assists others in following procedures
- Promotes and supports appropriate use of communications and technology systems.
- Assists with the implementation of new/amended reporting and administrative requirements and meeting team and organisation requirements for data and information.
- Recommends changes to documentation and procedures.

#### Service delivery

- A thorough practical working knowledge of human rights-based approaches, the individual and community context, and sector and organisation purpose and values.
- Within the team is able to articulate and integrate sector and organisation approaches and values

#### Consumer relationships

- Works with customers to explore and resolve a variety of their complex needs, expectations and goals.
- Has comprehensive knowledge of supports and services available internally and externally.
- Models a flexible and creative approach.
- Undertakes service liaison/ communication with clients in a variety of complex problem resolutions.
- Suggests alternatives and organises referrals, and housing First Applications where applicable.
- Promotes diversity awareness and confidentiality aspects.
- Understands relevant stakeholder relationships and the importance of these to the organisation.
- Assists with building and maintaining positive stakeholder relationships.

#### Leadership and Teamwork

- Promotes and models sharing of knowledge and information.
- Assists with gauging the effectiveness of team members and may participate in organising the allocation of staff.

#### Communications

- Uses a range of positive engaging techniques and can adapt style to meet needs of the other person.
- Effectively collaborates with other teams.
- Deals regularly with complex matters involving interaction with internal and external professionals and related organisations.
- Assists with the preparation of complex management reports.
- Can assist others to resolve conflict.
- Has a network of contacts internally and externally.
- Personal accountability

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#### Innovation

- Adopts a resourceful and adaptable approach to work.
- Encourages creativity in others.
- Identifies opportunities for improvement to services provided.
- Able to address and mitigate risk and advise others; assists in risk assessments.
- Recommends changes to procedures and standards that impact beyond own team.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

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## 5. Person specification

### Qualifications

- Diploma/Advanced Diploma/Associate Degree, Community Studies (Welfare) Social Work or equivalent, or other relevant qualification.

### Experience

- Capable across the full range of competencies required

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Sector / homelessness understanding:** a thorough knowledge of homeless and housing, within the Central Highlands Region including knowledge of key stakeholders.
- **Rough Sleepers:** A sound knowledge of rough sleepers and associated social issues and factors, and a willingness to provide Assertive Outreach when called upon.
- **Person-centered knowledge and practice:** proven capability to customise supports to achieve a client's goals.
- **Skill development and support:** demonstrated ability to undertake service delivery with people in respect to a variety of complex problem resolutions involving multiple delivery methods.
- **Participation and inclusion:** proven capability to assist clients to resolve a variety of complex matters relating to community activities and inclusion goals.

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- **Community engagement and education:** demonstrated ability to build community acceptance and understanding of people who are sleeping rough or those who have significant social and mental health issues.
  - **Reporting, documentation and administration:** demonstrated ability to recommend changes to procedures and assist with implementation of organisation requirements for data and information.
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## 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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## 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

### Employee

Name:

Signature:

Date: