

Position Description



Title:	Case Manager – Tenancy Plus
Business unit:	Crisis & Homelessness, Eastern and Southern Melbourne
Location:	291A Maroondah Highway, Ringwood
Employment type:	Part time (53.2 per fortnight) Maximum term until 31 December 2022
Reports to:	Team Leader – Support Programs

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We have been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We are 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 are 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (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

Position purpose

The purpose of the role is to assist and empower clients through a variety of support options, providing sufficient access to resources and support to ensure clients are enabled to progress towards meeting their goals. The focus is upon client centred approaches within identified assessment processes and developed case plans.

Scope

Budget: *nil*

People: *nil*

Relationships

Internal:

- All crisis & homelessness staff
- All Uniting staff and volunteers

External:

- Clients, their families and advocates
- Government departments and funding bodies
- Community service organisations

Key responsibility areas

Service delivery

- Provide effective assessment, support and case management to clients of the Tenancy Plus – Tenancy Support Program (previously known as SHASP Program) when their tenancy has been identified 'at risk'
- Implement interventions aimed at addressing a range of issues, including rental

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debts, anti-social behaviour, neighbourhood dispute, significant maintenance issues, hoarding and advocacy in VCAT matters

- Aid clients in identifying their own needs and work with them through the provision of case planning and support, information, advocacy and where necessary referral
- Assist clients to gain access and linkages to relevant services and support within their community
- Provide a client focused approach which takes into account individual client needs
- Deliver case management services that meet all relevant performance and outcome indicators
- Provide support in exploring and accessing housing and community options as appropriate to the client group

Communications

- Maintain comprehensive professional case files and client records, including data collection according to program requirements
- Articulate clear and persuasive messages about key issues when working with clients

Leadership & teamwork

- Develop and maintain effective relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government officials
- Work with the Team Leader/Coordinator to implement innovation and continuous improvement in case management service delivery
- Foster collaboration and team work within and across programs and services

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

Person specification

Qualifications

- Essential: Diploma qualification in Community Services or related discipline
- Essential: Current driver’s licence
- Desirable: Bachelor degree qualification within the relevant service discipline

Experience

- Desirable: Minimum of 1 years’ experience in a case management role

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Cultural Awareness:** understanding and awareness of the issues relating to the Aboriginal Community and past practices as well as the CALD
- **Teamwork:** Willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** Focused on optimal outcomes for clients

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- **Professionalism:** Execute day-to-day activities in a positive, professional and enthusiastic manner.
- **Client Focused:** Prioritise needs of clients
- **Planning and Organising:** sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required; identifies processes, tasks and resources required to achieve a goal, establishes systems and procedures to guide work and track progress; recognises actual and potential barriers and finds effective ways to deal with them.
- **Negotiation and Communication:** Highly effective negotiation and communication skills and capacity to build relationships with a wide range of key stakeholders including carers, Child Protection staff, community service organizations, leisure and recreational facilities staff, as well as other community members and neighbours.
- **Interpersonal Skills:** detects the underlying concerns, interests or emotions that lie behind what is being said and done; presents as genuine and sincere when dealing with others; projects an objective view of another's position; uses understanding of individuals to get the best outcomes for the person and organisation.

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) 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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