



Housing Connect Support Case Manager

Programme:	CatholicCare Tasmania Housing Connect Support
Location:	Statewide
Reports To:	Senior Worker
Approved by:	Executive Manager Community, Family & Children's Services
Version:	September 2020
Award:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Community Services Employee Level 5
Full Time Equivalent:	Permanent Full Time
Clearances Required	Working with Vulnerable People registration (Tasmania); National Police Criminal History Check

Our Mission

CatholicCare engages to further the healing and saving mission of Jesus Christ in the world by conducting works that enable healing of the whole human person. We seek to enhance the human life of people by offering the full Christian vision for human life. CatholicCare seeks to foster a love for the poor and the vulnerable, a spirit of humble service, of mercy and compassion for all.

Our Values

Our values are informed by Catholic Social Teaching which provides a rich treasure of wisdom about building a just society and living our lives amidst the challenges of modern society:

- Respect for the life and dignity of every human person as created by God.
- Promotion of the family as the fundamental cell of society.
- Compassion and service.
- Mercy, the love of self and love of neighbor.
- Solidarity and fraternity in pursuit of the Common Good.
- Preference for the poor and the vulnerable.
- The dignity of work and the rights of the worker.
- Stewardship and care for God's Creation.
- Honesty, integrity and faithfulness.

Organisational Environment

CatholicCare Tasmania is the primary social services agency of the Catholic Church across Tasmania. We have 60 years' experience delivering a wide range of services and support to improve individual, family and community wellbeing. Our services are available open to all with a particular focus on families, young people and children.

CatholicCare is committed to safeguarding children and young persons in all programs, activities and recruitment. In its delivery of services to vulnerable persons, CatholicCare Tasmania requires the highest level of ethical and moral practice. This needs to be exemplary in the delivery of services to children, who constitute arguably, the most vulnerable group of all. Developing an organisational culture of respect and integrity will generate improvements in CatholicCare workers' (employee and volunteer) ability to safeguard children in their care.

CatholicCare has an absolute commitment to the protection of children and young persons from all forms of abuse and neglect. CatholicCare expects all workers, regardless of their organisational role or responsibility, to act to safeguard children from such harm by:

- Adopting the practices in the Behaviour Guidelines that are the standard when carrying out their duties.
- Reporting any instances of abuse or neglect of which they become aware to management and/or external authorities responsible for child protection or to the police, regardless of whether that abuse is being perpetrated by workers/personnel within the CatholicCare organisation, or by persons external to the organisation including those from the child's family, extended family, family networks or strangers.

Adherence to CatholicCare Tasmania's Safeguarding Children Principles and Children's Policy are mandatory for each worker and are issued to each worker at commencement. All workers must be committed to upholding the guidelines and policy to ensure that unsafe practices in these areas are minimised if not eliminated.

Position Context

The Case Manager is responsible for ensuring that collaborative, high quality, client focused case-management services are provided to people who are homeless or in housing need. The role is responsible for providing support, information and practical assistance on a range of issues to people referred by Housing Connect front door Assessment Workers. All services will be provided within an integrated and collaborative framework with relevant stakeholders and services in the community.

This role is to assist and empower individuals, couples and families through a variety of support options, providing sufficient access to resources and support to ensure that clients are enabled to progress towards meeting their goals. The focus is upon client centred approaches within an newly emerging practice framework with recognises client and capabilities.

The position's success is determined by the ability to support clients, who are homeless, to obtain, establish and maintain safe independent accommodation.

Case Managers are required to work collaboratively with Immediate Emergency Accommodation (Type 3) Services and provide ongoing flexible outreach support to assist clients make the move to long term independent living. The position is clearly focussed to support the client's individual skills and strengths – and develop capability in areas that are causing concern to the client. CatholicCare Tasmania has a child inclusive approach and all CatholicCare programmes see children as clients within their own right with the right to safety and to be treated with dignity and respect.

Relevant aspects of support included may be:

- Supporting clients to maintain safety (particularly women and children escaping family violence)
- Supporting clients with planning
- Assist in dealing with issues relating to housing or accommodation
- Support clients in their contact with the Housing Tasmania, Social and Community Housing options, real estate agents or landlords
- Support clients to obtain an income
- Support clients in dealing with issues and living independently
- Support clients with issues that may be impacting on their ability to maintain accommodation

Objectives and Accountabilities:

Interpersonal and communication style:

- Demonstrated ability to function with sensitivity and resilience in response to the needs of a variety of individuals and groups
- Professional interaction with all clients that is responsive to differing personalities, tactful, mature and adaptable

- Ability to project a calm approach and optimism regardless of the situation, including client crises and significant change events
- An openness and willingness to receive and adjust to feedback and comments from clients to ensure they have the strongest opportunities for self-direction
- Demonstrate highly developed reasoning abilities and sound judgement in response to client events
- Within the integrity and responsibilities of the programme, liaise broadly with community services, property owners and private enterprises to meet the needs of clients
- Work as an active member of the Housing Connect Support team
- Professionally participate in internal and external forums, committees and discussion groups relating to homelessness and its effects
- Contribute to the state-wide team by participation in team meetings, case reviews, local staff meetings and state-wide gatherings
- Have respect for and demonstrated understanding of the sensitive communication requirements of working with individuals who are escaping family violence including those with CALD or Aboriginal backgrounds or living with a Disability.
- Act to promote a friendly climate, good morale and cooperation within the Archdiocese of Hobart team
- Sensitivity and sound judgment in dealing with confidential information and sometimes delicate situations
- Develop a positive and collaborative relationship with all stakeholders
- Ensure that behaviour role models appropriate ethical and behavioural standards
- Resourcefulness and commitment to high performance standards and adapt to the ongoing development of agencies
- Ability to communicate information effectively and appropriately to a wider audience in both written and verbal format
- Demonstrated personal qualities of warmth, tolerance and discretion
- Defuses and resolves conflict in a range of situation, where tact and diplomacy are required

Professional / technical elements:

- Demonstrate the appropriate application of detailed knowledge of the issues impacting disadvantaged individuals, couples and families, particularly those who are homeless
- Demonstrated understanding and appropriate development of strategies and options to assist resolve issues associated with the effects of poverty, domestic and family violence, mental and physical ill health, employment and education disadvantage, parenting issues related to child safety.
- Delivery of professional needs assessment, case planning and management, including case conferencing
- Assess requests from those seeking transitional support from a holistic perspective to identify housing needs and other issues that may be causing distress or impinge upon the ability to sustain independent living
- Provision of support to clients throughout the transitional process to ensure the best solutions possible are achieved for the client needs
- Enable clients to advocate on their own behalf, provide opportunity for them to gain the necessary strengths and skills to do so or arrange relevant advocacy in response to client situations
- Be aware of and ensure negotiation, networking and liaison with other services for client benefit
- Manage a caseload of multiple clients with complex needs and organise client liaison in an outreach capacity
- Support clients to access professional therapeutic services in response to deep and long standing personal issues
- Maintain accurate records and statistics as required by the funding body, and in accordance with the CatholicCare Tasmania Privacy and Confidentiality Policies
- Ensure the appropriate referral to specialist advocacy services where required
- Where an opportunity exists, identify gaps in service provision and initiate suggestions or present positive solutions to the State wide Coordinator
- Demonstrated experience in the ability exercise judgement and/or contribute critical analysis and skills where procedures are not clearly defined

Compliance requirements of quality control activities:

- Demonstrated knowledge of and ability to interpret relevant legal requirements, including
- The Residential Tenancy Act
- Children Youth Persons and their Families Act
- Anti-discrimination Act
- Privacy Act and associated principles
- Workplace Health and Safety Act and associated regulations and standards
- Safe at Home
- Ongoing awareness and knowledge of relevant community based and government services and resources available to clients
- Ensure that all information provided in regard to housing options is current and accurate
- Actively seek and be willing to participate in regular supervision
- Use a critically reflective practice and evidence based practice and theoretical framework to support case management direction
- Maintain professional knowledge and propose access to relevant training to ensure high quality service provision
- Provide input and innovation to the continuous quality development and enhancement of the CatholicCare Tasmania Housing and Homelessness Support Programmes
- Monitor own work and client case load and initiate discussion about any concerns with the supervisor
- Ensure that arrangements for outreach work, including vehicle logs and property use are accurately completed

Personal accountability level:

- Promote and uphold the Identity and Mission of the Archdiocese of Hobart and the Vision, Mission and Values of CatholicCare Tasmania
- Effectively model CatholicCare Tasmania values to staff, clients and others;
- Uphold the Archdiocese of Hobart Workplace Behaviour Policy and professional standards in accordance with Integrity in the Service of the Church
- Adhere to Work Health and Safety (WHS) standards for a safe workplace; and follow all reasonable WHS direction provided in the completion of work

Key Communications Linkages

This position will regularly communicate with the following:

- Clients of CatholicCare Tasmania
- CatholicCare Tasmania Administration Team
- Coordinator of Catholic Care Housing Connect Support
- Broader Specialist Homelessness Services Staff
- Employees of CatholicCare Tasmania and the Archdiocese of Hobart
- Members of the public and other external stakeholders

Selection Criteria

1. Commitment to the vision, mission and values of CatholicCare Tasmania; and a broad understanding of the operation of the Catholic Church in Tasmania
2. Demonstrated knowledge of the issues affecting individuals and families who are homeless, including an understanding of the relevant legislation and statutory requirements impacting upon this client group and the service
3. Demonstrated understanding of the diversity and complexity of needs when of individuals who have experienced various types of trauma and an understanding of the long term effects
4. Demonstrated understanding of the needs of women and children escaping from Domestic and Family violence, including current legislation and knowledge of local, state and interstate support options and services.
5. Experience in the delivery of a range of professional practice approaches and interventions which are appropriate to that of working with this individuals or family who are homeless or at risk.
6. Solid analytical, verbal and written communication skills including report writing, maintaining case files, participating in strategic planning, submission writing, programme development and statistical use

Essential Requirements	
Qualification requirements	<ol style="list-style-type: none"> 1. Completion of either a Social Work Degree or other tertiary qualification deemed equivalent, and/ clearly demonstrated experience 2. Demonstrated background or training relevant to working with clients with complex needs, including violence, alcohol, drugs, CALD and/or mental illness
National Police Criminal History Check	Satisfactory police check, to be completed on a 3 yearly basis from commencement. Crimes involving violence, aggression, drugs, fraud, dishonesty, and excessive motor vehicle related offences would be cause for discontinuance of employment.
Working with Vulnerable People registration	Must maintain current and valid Working with Vulnerable People registration; and must carry evidence of this at all times.
Drivers Licence	Maintaining a current driver's licence is a requirement of this role.