

Position Description

Position Title:	Case Manager, Community Connections
Program/Section and/or Portfolio:	Housing, Access and Support
Location:	Ballarat. Travel to other locations will be required.
Reports To:	Team Leader, Housing, Access and Support

This Position Description intends to describe the general scope, level of work, accountabilities and responsibilities of the position. It does not necessarily include all duties and responsibilities.

This Position Description may be altered in accordance with the changing requirements of the position.

About CatholicCare Victoria

CatholicCare Victoria is a leading and influential provider of charitable and social services in Victoria. The *Mission* of CatholicCare Victoria is to build communities that recognise and nurture the dignity of each person. Our employees share our *Mission* for a stronger, more inclusive society through supporting individuals, families and communities in times of need, especially those who are most disadvantaged, vulnerable and/or marginalised.

CatholicCare Victoria delivers excellence in a broad range of child, family and youth services, family relationship services, school counselling and pastoral care services, social housing, employment and advocacy services across various office locations and delivery sites in Victoria.

CatholicCare Victoria draws on the principles of Catholic Social Teaching to inspire and direct our endeavours. We value and respect human dignity, and embrace diversity in an inclusive work environment.

CatholicCare Victoria Values

Values	Behaviours
Respectfulness	We value people for who they are and recognize what they are doing. We interact with others honestly and in a positive, considerate, and caring matter.
Integrity	We value the work we do. We are fair, honest, and trustworthy. We act professionally, take accountability for our actions, and keep our promise.
Inclusivity	We welcome everybody, working to enable everyone to feel like they belong and have a place – from a face to be seen and a voice to be heard.
Collaboration	We walk alongside clients, communities, and each other. We contribute to the work and lives of others so that we can all achieve our best, together.

CatholicCare Victoria reserves the right to advertise positions and make no appointment.

Compassion	We connect with each other's stories. We acknowledge the inherent strengths and diverse experiences of others. We act with kindness and care in all our relationships, helping each other to address our challenges in a safe and welcoming environment.
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About the Program/Section

CatholicCare Victoria's Community Connection Program provides a high quality and flexible service to clients with severe and ongoing disabilities who are homeless or at risk of homelessness. The program works with people in low-cost accommodation to facilitate their ongoing access to mainstream and specialist services. The program develops sustainable partnerships within the local service system to provide more responsive responses to clients under age 65 with moderate, severe or profound disabilities and their unpaid carers. Through short to medium term case management, the program supports people to manage their own health and welfare needs and provides packages of care for people with multiple or complex needs to reduce their need for higher levels of assistance in the future.

Position Summary

The Case Manager, Community Connection Program will intake, assess and provide case support to clients with complex needs and will also undertake an assertive outreach role into the community. The case worker will assist clients to link in with appropriate community supports including mainstream health and welfare services, and My Aged Care and will identify any break down barriers to essential services that may be present.

The Case Manager will develop collaborative work practices to assist clients to access a variety of services, will assist clients to set and achieve goals and will advocate for clients where required.

Key Result Areas and Responsibilities

The order in which key result areas and responsibilities are listed is not necessarily significant.

Key Result Area	Key Responsibilities
Service Provision	<ul style="list-style-type: none"> • Undertake initial intake and assessment of clients. • Develop, implement and monitor care plans using the Outcomes Star tool ensuring client goals are achieved. • Provide case support to clients. • Identify target groups who have unmet support needs, negotiate access to appropriate services and identify barriers to essential services. • In consultation with Coordinator, ensure preventative action is taken in relation to potentially high risk situations. • Arrange interim linkages to essential services for members of the target group, supported by use of brokerage as required. • Assess and identify initial and ongoing needs for clients. • Advocate on behalf of clients. • Provide support to clients by using encouragement, motivation, and also presentation as a positive role model. • Refer clients to relevant support programs and other services for assistance including mainstream health and welfare services, the National Disability Insurance Scheme (NDIS) and My Aged Care. • Access relevant resources within the community to address client needs and barriers to obtaining such services.

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	<ul style="list-style-type: none"> • Assertive outreach to engage and inform individuals from target groups • Support measurement of outcomes for clients through use of Outcomes Star or other relevant outcome measurement tools provided by CatholicCare Victoria. • Other duties as delegated by management, including performing duties in other CatholicCare Victoria Homelessness and Advocacy Programs.
Public Relations and Community Liaison	<ul style="list-style-type: none"> • Develop, maintain and strengthen existing linkages with a range of Health, Homelessness, Mental Health, Disability, Aged Care, Department of Human Services and Community Support Services. • Liaise and consult with existing and potential service-users to determine service requirements. • Consult with other key service providers to identify potential service-users and to identify issues affecting members of the target group.
Service Quality	<ul style="list-style-type: none"> • Assist to monitor and evaluate standards for service delivery and ensure legislative compliance. • Participate in an ongoing evaluation processes with a focus on client outcomes, service responsiveness and flexibility. • Engage in supervision with line manager and participate accordingly. • Maintain records and data as required. • Participate in team, program and organisational meetings as required. • Maintain a high level of professional standards.

The position is also required to perform other duties as lawfully and reasonably directed.

Reporting and/or Supervision Relationships and Authority

Reporting Relationship:

The position reports to and works under the general direction of the Team Leader, Housing, Access and Support.

Position/s Reporting to Case Manager, Community Connections:

Not applicable.

Authority:

The position exercises a degree of autonomy. Significant decisions require the approval of the Manager (or other person's acting with the Manager's authority).

The position is required to work within the relevant delegations policy, procedure and guidelines of CatholicCare Victoria.

Stakeholder Relationships

Internal Relationships:

- CatholicCare Victoria Housing Services; and
- CatholicCare Victoria Family Relationship Services.

External Relationships:

- Ballarat Health Services;
- Uniting Care
- Child and Family Services (CAFs); and

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- Berry Street.

Organisational Responsibilities of the Position

Workplace Health and Safety (WHS)

CatholicCare Victoria is committed to the health, safety and wellbeing of employees, volunteers, contractors, clients and other people within our workplaces. The position is required to perform the responsibilities of the position adhering to the *Occupational Health and Safety Act (2004)*, in particular to:

- take reasonable care for your own and others' health and safety within the workplace;
- take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others;
- cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace;
- report all injuries, illness, near misses or hazards as per CatholicCare Victoria policies and procedures; and
- participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Cultural Safety and Respect

CatholicCare Victoria acknowledges the history, culture, diversity and value of all Aboriginal and Torres Strait Islander Peoples, and pays respect to their Elders past and present, as well as acknowledging future generations.

The position is required to work with Aboriginal and Torres Strait Islander Peoples in a culturally safe and respectful way.

Safety of Children, Young People and Vulnerable Adults

CatholicCare Victoria is committed to the safety of children, young people and vulnerable adults.

The position is required to perform the responsibilities of the position adhering to the *Catholic Safeguarding Standards, National Principles for Child Safe Organisations, Child Safe Standards* and any other relevant standards and/or legislation.

Risk Management, Accreditation and Quality Improvement

The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting risks, incidents and feedback in a timely and responsible manner.

Policies, Procedures and Legislative Requirements

The position is required to undertake the responsibilities of the position adhering to all CatholicCare Victoria policies, procedures and practice guidelines and relevant standards and/or legislation including, but not limited to:

- *Employee code of conduct*;
- information privacy and confidentiality;
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

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Key Requirements

Qualifications and/or Training

1. Diploma in Community Services or other Welfare or related field.

Experience

2. Experience working with and assisting those who are homeless or are at risk of experiencing homelessness and have unmet and complex needs and the issues relating to those.
3. Experience and knowledge of working with older people, people with intellectual, physical, or sensory disabilities, people with mental illness or psychiatric disability, people with an acquired brain injury and people with drug or alcohol substance misuse problems.

Knowledge, Skills and Attributes

4. Excellent interpersonal, verbal and written communication skills, with the ability to liaise with people with disabilities, specialist staff, and community service providers and other key stakeholders.
5. Demonstrated knowledge of relevant legislation and current policies, procedures and guidelines pertaining to the target group.
6. Well-developed priority and time management skills.
7. IT skills including working knowledge of Microsoft Office suite and windows operating environment, data entry skills.
8. Ability to work comfortably within the ethos of a Catholic agency.

Child Safety

9. Demonstrated commitment to the safety of children, young people and adults in a respectful and inclusive environment for all diversity groups in accordance with the *Catholic Safeguarding Standards*, *National Principles for Child Safe Organisations*, *Child Safe Standards* and any other relevant legislation.

Other Requirements

- Current driver's licence.
- Current Victorian Working with Children Check.
- Current Australia-wide Police Check.
- A Statutory Declaration (provided by CatholicCare Victoria) to declare that: you have not lived overseas for more than 12 months in one country; OR if you have lived overseas for more than 12 months, that you have no criminal history overseas.
- International Police Check (where applicable).
- Disqualified Carer's Check (where applicable).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s and Disqualified Carer's Check.

It is the incumbent's responsibility to maintain a current valid Driver's Licence, Victorian Working with Children Check and Right to Work in Australia.

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The incumbent is required to agree to undertaking a Police Check every three (3) years (or earlier to comply with specific contractual or legislative obligations and requirements).

Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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