

## Position Description

<b>Position Title:</b>	Case Manager, Housing Mental Health Pathways Program
<b>Program</b>	Mental Health and Wellbeing
<b>Location:</b>	Ballarat. Travel to other locations will be required
<b>Reports To:</b>	Team Leader, Mental Health and Wellbeing
<b>Award and Classification:</b>	<i>Social, Community, Home Care and Disability Services Award 2010, Level 4</i>

*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.

## About the Mental Health & Wellbeing Services

CatholicCare Victoria's Community Wellbeing portfolio programs provide comprehensive, client focused services for individuals, couples, families, youth and children. Our services are informed by an approach that values human dignity and the belief that positive relationships lead to positive lives and wellbeing. The service design aims to ensure that our programs are inclusive, responsive to the needs of people, and operate at the highest levels of quality and professionalism. CatholicCare Victoria aims to address present and changing needs of our clients, advocate for change and equity, deliver creative and flexible services, and improve community access for all. Services are integrated and strengths based.

The Housing-Mental Health Pathways program is provided within the Mental Health, Wellbeing and Early Years stream. Other programs include Mental Health Planned Respite and Family Mental Health Support Service.

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## About Housing-Mental Health Pathways

To assist people discharged from the Adult Acute Unit, Ballarat Mental Health Services, who are at-risk of homelessness and readmission, to maintain or find suitable accommodation.

## Position Summary

The Housing Mental Health Pathways Program aims to reduce the risk of homelessness for people with mental illness following discharge from the Adult Acute Unit (AAU), Ballarat Mental Health Services, and reducing the likelihood of people re-presenting for mental health inpatient care by:

- Acting to maintain existing accommodation that has been placed at risk due to admission to hospital.
- Arranging appropriate accommodation for the client on discharge from the AAU.
- Providing support to the client for between three to six months after discharge from hospital.

Travel throughout the Grampians region is a requirement of the role and based upon client needs.

## 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 Delivery	<ul style="list-style-type: none"><li>• Receive referrals from the Adult Acute Unit (Ballarat Health Services, Mental Health Services) and complete assessment of service need.</li><li>• Applying case management principles and practice, work directly with clients in accordance with legislation, program guidelines and practice instructions.</li><li>• Assess the suitability of existing accommodation or alternate housing options which meets the needs of clients.</li><li>• Work with the client's clinical team to establish a discharge plan which incorporates housing and other supports.</li><li>• Develop and implement an individual support plan with clients which is focused on accommodation and other psychosocial needs.</li><li>• Utilise brokerage funds to support client need as assessed.</li><li>• Refer to appropriate services to assist clients maintain stable housing and their mental health and wellbeing needs.</li><li>• Provide quality, culturally responsive, respectful and inclusive services to Aboriginal and Torres Strait Islander peoples.</li><li>• Provide quality, culturally responsive, respectful and inclusive services to people from culturally and linguistically diverse backgrounds.</li><li>• Engage client's family or significant others where appropriate and in accordance with informed consent.</li><li>• Participate in case planning with relevant agencies.</li><li>• Utilising the Outcomes Star suite as the primary tool, collaboratively identify and articulate goals and develop and implement an Action Plan.</li><li>• Collaboratively develop and implement a Safety Plan if necessary.</li><li>• Complete review and revision of the Action Plan.</li><li>• Maintain awareness of resources and services available to people with mental health problems.</li><li>• Be available to work flexible hours depending upon client need.</li></ul>

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<b>Service Quality</b>	<ul style="list-style-type: none"> <li>• Ensure compliance with the Mental Health Act (2014) and other relevant legislation, and to operate at all times with awareness and understanding of the provisions of the Acts.</li> <li>• Ensure compliance with the Victorian Child Safe Standards and National Principles for Child Safe Organisations.</li> <li>• Ensure all client information remains confidential as per the Privacy Act 1988 (Cwlth), National Privacy Principles (NPPs), organisational guidelines, program requirements and industry/sector expectations.</li> <li>• Maintain client data and information as required by legislation and funding body requirements.</li> <li>• Ensure the accurate and timely entry of data and case notes as outlined in program guidelines and in accordance with organisational client data management protocols and guidelines.</li> <li>• Ensure case throughput as required by funding and service agreements and organisational supervision.</li> <li>• Participate in evaluation processes to improve client outcomes and service responsiveness and flexibility.</li> </ul>
<b>Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Provide program information to key stakeholders and the broader community about the service.</li> <li>• Develop, maintain and strengthen existing and new linkages with a range of service providers and stakeholders, <b>including however not limited to</b> mental health services; homelessness services; housing services; alcohol and other drug services; legal assistance services; medical services such as general practitioners; Services Australia; and any other relevant services, such as financial counselling and health services.</li> <li>• Participate in network, alliance and sector activities as delegated.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>• Participate in training and education relevant to the role as identified.</li> <li>• Engage and participate in supervision with line management.</li> <li>• Participate in performance management reviews.</li> </ul>
<b>Team Participation</b>	<ul style="list-style-type: none"> <li>• Contribute to a culture of mutual support, learning and practice excellence by maintaining currency with research and evidence-based practice.</li> <li>• Contribute to building team capacity and effectiveness to deliver evidence and strengths-based programs, including participation in team meetings and reflective practice.</li> <li>• Participate in organisational meetings, working groups and activities as required.</li> </ul>

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 guidance of the Team Leader, Mental Health and Wellbeing.

### Authority:

The position works within the established guidelines and established practices. The position exercises a degree of autonomy. Significant decisions require the approval of the Team Leader/ Manager / General Manager or other person's acting with this authority. The position is required to work within the relevant delegation's policy, procedure and guidelines of CatholicCare Victoria.

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## Stakeholder Relationships

**Internal Relationships:** Works under direction from the Team Leader, Mental Health and Wellbeing and will develop effective working relationships with all employees and leadership staff across CatholicCare Victoria.

**External Relationships:** A range of stakeholders, including however not limited to mental health services; homelessness services; housing services; alcohol and other drug services; legal assistance services; medical services such as general practitioners; Services Australia; and any other relevant services, such as financial counselling and health services.

## 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.

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## 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:

- *Code of Ethics and Conduct for CatholicCare Victoria.*
- information privacy and confidentiality.
- Equal Opportunity, anti-discrimination and anti-bullying; and
- inclusion and diversity.

## Key Requirements

### Qualifications and/or Training

1. Tertiary qualifications in community services, social work or psychology, and/or significant experience in mental health services and homelessness.

### Knowledge, Skills and Attributes

2. An understanding of working with clients who are recovering from mental illness and who are at-risk of homelessness.
3. Demonstrated experience in providing, client-centred assessments and case management in accordance with the *National framework for recovery-oriented mental health services* or other relevant frameworks.
4. Highly developed interpersonal, verbal and written communication skills, ensuring written information, including electronic case notes, are accurate, concise, uses plain language, and is proofread for record-keeping and distribution purposes.
5. Experience in service promotion, including development and maintenance of stakeholder relationships.
6. Demonstrated understanding of practicing in a culturally safe way and of the requirement for Aboriginal self-determination.
7. Demonstrated understanding of practicing in a culturally safe way when engaging with people, including those with a disability and from culturally and/or linguistically diverse backgrounds.
8. Demonstrated understanding of evidence-based practice development and continuous learning.

### 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.

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## 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).
- NDIS Screening (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.

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:

<b>Name:</b>	
<b>Signature:</b>	
<b>Date:</b>	

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