

Position Description

Position Title:	Case Manager, Peplow House
Program/Section and/or Portfolio:	Homelessness and Housing Support
Location:	4 Webster Street, Ballarat. Travel to other locations may be required.
Reports To:	Team Leader - Homelessness Services
Award and Classification:	<i>Social, Community, Home Care and Disability Services Award 2010, Level 5</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.

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.

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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 Client Services comprise client programs and services across CatholicCare Victoria with a range of diverse practitioner positions across multiple programs. Programs are funded from Federal, State and philanthropic sources.

Client programs and services are grouped as follows:

- Client Services Operations – all client facing service delivery across children, youth families, individuals, and communities with target programs in relationship services, counselling, homelessness, family law, parenting/family support, AOD work with CALD populations, children's mental health, refugee and settlement support, communities for children (Shepparton) carer support, kinship care, emergency relief, prison chaplaincy, youth justice, and victims' assistance.
- Service Development and growth including the Schools Program and CCVT contract management.

Peplow House facility has 8 beds and provides outreach to 3 placements at any one time within the crisis supported activity. This activity provides short-term crisis accommodation for up to 6 weeks for single men aged 18 years and over up to primarily 64 years, who are homeless or at risk of homelessness. Staff aim to assist clients to secure long-term stable accommodation and link with appropriate community and health services.

The Program works holistically with the client to obtain accommodation and reduce the risk of recurring homelessness. Staff assess housing needs and access to long-term accommodation; identify health and social issues that impact on accommodation options and assist in accessing specialist services; provide advocacy for securing accommodation; and strengthen living and coping skills and emotional and social wellbeing.

Position Summary

The Case Manager at Peplow House is responsible for the intake, assessment, and delivery of intensive case management for individuals entering crisis accommodation. Using a strengths-based, trauma-informed approach, the Case Manager provides high-quality services to homeless men aged 18 to 64. The role involves collaborating with clients in a friendly, professional manner to develop and implement client-led case plans, addressing barriers and supporting the achievement of life outcomes identified by the clients themselves.

Key Result Area & Responsibilities

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

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Key Result Area	Key Responsibilities
Client Services	<ul style="list-style-type: none"> • Develop goal directed case planning and crisis interventions to meet the needs of people presenting with multiple and complex needs, including risk assessments and safety plans. • Develop, implement, and monitor case plans using the Outcomes Star tool and ensuring client goals are achieved. • Individual case plans are developed in collaboration with clients and include a range of interventions that address the needs or goals of clients • Progress and outcomes of individual case plans are regularly monitored and reviewed and where needed action is taken to ensure the plan continues to meet client needs or goals. • Assess and identify initial and ongoing needs for clients. • Advocate on behalf of clients. • Provide support to clients by using encouragement, motivation, and presentation as a positive role model. • Defuse and manage situations where a resident is displaying inappropriate and /or anti- social behaviour. • Ongoing assessment is made of the client’s issues, needs and circumstances from initial intake to exit. • Identify clients who are displaying symptoms of mental illness and respond as per policy and procedure is adhere to when working with these clients to mitigate risk to the client, self and organisation.
Team Work	<ul style="list-style-type: none"> • Respects CCV social justice identity and activities. • Focuses team on best practice outcomes for clients. • Assist with peer support.
Stakeholder Engagement	<ul style="list-style-type: none"> • Coordinate referrals and linkages to health, community and social services. • Clients are assisted to access support services and establish community supports, and where needed are assisted through advocacy with service providers. • Build strong working relationships with relevant health, community and social organisations and groups. • Proactively develop and strengthen referral pathways and linkages within the community.
Reporting, Documentation and Administration	<ul style="list-style-type: none"> • Accurate, up to date client records and data is maintained for all clients in accordance with Catholic care standards and procedure using Catholic care systems. • To identify improvement and innovation priorities and to assist in the development and implementation of processes or programs to address gaps. • Ensure the accurate and timely entry of data as outlined in organisational and program guidelines. • Actively participate in organisational meetings and activities as required.

Facility management	<ul style="list-style-type: none"> • Monitor and maintain relevant domestic supplies. • Oversee Peplow House building domestic duties. • As required, prepare resident rooms upon departure. • Identify and report maintenance issues in accordance with guidelines. • Maintain a safe and secure environment. • Oversee and monitor resident client support needs and challenges. • Mediate resident client issues and relationships within the facility.
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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, Homelessness Services.

Position/s Reporting to Position:

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 Homelessness and Housing Services
- CatholicCare Victoria Family Relationship Services
- Develops a working relationship with all components of CatholicCare Victoria staff and management, including internal referral points.

External Relationships:

- The position will develop and maintain external relationships with Federal, State and local government, accreditation and standard bodies/agencies, and other family and community service networks; and
- The position will also establish networks and collaborations.

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:

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- 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 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 qualification: Degree in Social Work, Community Services or Welfare/related field and/or relevant experience.

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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 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.

Child Safety

8. 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).
- Right to Work in Australia.

Please note, CatholicCare Victoria will conduct the Police Check/s.

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).

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Signatures

This section is to be signed upon appointment:

Name:	
Signature:	
Date:	

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