

POSITION DESCRIPTION



Position: Case Manager (Housing & Aged Care)

Position Classification Level: Community Service Worker Classification Level 5 (as per Northside’s Enterprise Agreement)

Reports to: Manager (Housing & Engagement)

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A community where everyone matters and has the opportunity to fulfil their potential.

Mission: Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

Values:	Courage	Integrity	Choice	Innovation	Collaboration
----------------	---------	-----------	--------	------------	---------------

POSITION OBJECTIVE

Under the general direction of Manager (Housing & Engagement), the Case Manager role will work within a multi-disciplinary team with staff from Aged Care and Housing programs, providing active case management, client engagement, outreach support, facilitation of group programs, coordination of services and community linkages. The role will work with individuals (including, elderly clients, children and young people) and their families.

The role will also work in close partnership with Aged Care Manager and the broader Aged Care team with the aim of ensuring all individuals accessing the programs have a seamless, respectful and positive experience from initial enquiry through to commencement of services, monitoring of delivery, and client feedback.

KEY RESPONSIBILITIES AND DUTIES

- Deliver coordination of services and individualised support that is co-designed and in partnership with the client.
- Ensure clients have all the information they need to make informed decisions about engaging Northside to deliver support services.
- Provide advocacy for clients and families to achieve optimal outcomes across the domains of education, mental and physical health, legal/ criminal, housing and other issues as required.
- Actively develop service partnerships with relevant agencies and effectively link clients to the broader service system where possible.
- Work within a collaborative recovery model when delivering support and support coordination so that clients are able to define recovery and support goals and re-establish connections with the community through a coordinated support framework.
- Meet contract hours and/or Key Performance Indication (KPI) for clients’ hours or numbers.

Reviewed by Human Resources

Review Date 27/09/2022

- Manage conflict between clients and families as required, assessing for and organising interventions including mediation, short term respite accommodation and/or introducing strategies around minimising and reducing ongoing emotional, verbal and/or physical conflict.
- Identify and build respectful, equitable and inclusive relationships with local communities, networks and key stakeholders.
- Represent Northside Community Service at external forums and meetings and promote the program(s) within the community.
- Participate in regular individual supervision, performance reviews and team reflective sessions.
- Work within the policies, procedures, philosophies and values of the Community Services Team and Northside Community Service.
- Ensure all client files are updated and adhere to relevant policy and legislation, including maintenance of Client Management System client data and information.
- Utilise a service coordination approach to work with relevant stakeholders.
- Maintain administrative functions including, case notes, statistics and reports relevant to the program(s).
- Participate in and contribute to, when required, quality assurance, policy and procedure reviews.
- Report on program issues, service outputs, and areas for development on a regular basis, and contribute to the preparation of reports for management.
- Develop sound working relationships across all levels of the organisation.
- Undertake other relevant duties as directed, consistent with the employee's skill, competence and training.
- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. Demonstrated experience in all aspects of complex/competing case management caseload including comprehensive assessment, planning, provision and evaluation of services for children and young people, frail elderly, people with dementia and their carers and people with culturally and linguistically diverse backgrounds.
2. Demonstrated experience of working with issues as they relate to individuals experiencing housing insecurity, family or domestic violence, health issues particularly mental health, and other complex issues.
3. Demonstrated ability to establish partnerships and collaborative approaches with other agencies to benefit and/or enhance an individual's service experience and outcomes.
4. Highly developed analytical skills and the ability to apply these skills in case management.
5. Excellent interpersonal, facilitation, presentation, communication and consultation skills enabling successful negotiation, conflict resolution, liaison and marketing which includes the ability to credibly represent Northside Community Service in any forum.
6. Ability to prepare complex assessment reports and intervention skills.
7. High level written communication skills and computer literacy, ability to prepare reports, record keeping, and correspondence to a high standard for a range of audiences.
8. Demonstrated ability to coordinate tasks and manage time and competing priorities.

QUALIFICATIONS AND/OR TRAINING

- Relevant Bachelor degree (or equivalent) with relevant experience (at least 2 years) in Case Management, Community Services or a similar field; or
- Associate diploma with relevant experience (at least 3 years); or

Reviewed by	Human Resources	Review Date	27/09/2022
-------------	-----------------	-------------	------------

- Less formal qualifications with substantial relevant experience (at least 5 years).
- Full driver's licence.
- Full time access to a comprehensively insured car.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- The position requires use of personal vehicle to deliver Northside services.
- Driving for up to 30 minutes at a time to clients' or partnership organisations' locations.
- Able to work some evenings, weekends & public holidays.

GENERAL EMPLOYMENT INFORMATION

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

Reviewed by	Human Resources	Review Date	27/09/2022
-------------	-----------------	-------------	------------