



Position Description

Position Title	Case Manager - Community Connections Program (CCP)
Classification	SCHCADS Award, Level 5 Social Work Stream, Full Time
Department / Stream	Social Mission, Homelessness Stream
Reports to	Team Leader, Community Connections Program (CCP)
Date	30/8/2019

Primary Purpose of the job

- Provide an assertive outreach model to people who are homeless or at risk of homelessness
 - Provide information, referral and advocacy support and link service users to services in order to enhance their physical and mental wellbeing, quality of life and status in the community
 - Ensure access to secure housing options
 - Work collaboratively within the broader Salvation Army in order to provide an integrated support response to the target group
-

About (The Network / Program)

- The Homelessness stream operates within the Social Mission department of The Salvation Army (TSA).
 - The CCP aims to improve the health and wellbeing of individuals with complex needs who are homeless/at housing risk or who are living in low cost accommodation (e.g. SRS, boarding and rooming houses, public housing and caravan parks). CCP provides an assertive outreach response and proactively identifies, engages and links these individuals into mainstream and/or specialist services.
 - Case Managers will deliver a response that reduces the complexity of the service system in order to improve access to services that may have otherwise been inaccessible due to the person's complex and challenging behaviors and /or their inability to sustain supports
 - The program applies a strengths-based approach, utilising the Outcome Star framework to empower people to make changes in their own lives.
-

About The Salvation Army

The Salvation Army Australia Mission Statement: The Salvation Army is a Christian movement dedicated to sharing the love of Jesus. We share the love of Jesus by:

- Caring for people
- Creating faith pathways
- Building healthy communities
- Working for justice

The Salvation Army Australia Values Statement: Recognising that God is already at work in the world, we value: Integrity, Compassion, Respect, Diversity and Collaboration.

We commit ourselves in prayer and practice to this land of Australia and its' people, seeking reconciliation, unity and equity.

Expected Outcomes

- Clients are presented with a coordinated response with viable options to choose from
 - Strong networking relationships are formed and maintained with relevant stakeholders to ensure coordination and responsiveness to meet the needs of clients
 - Effective relationships are established with clients that encourage self-determination and participation
 - Case management support is provided to clients in accordance with TSA case management models and standards of practice
 - Ongoing assessment is made of the client's issues, needs and circumstances from initial intake to exit
 - Individual case plans are developed in collaboration with clients and include a range of interventions that address the needs or goals of clients
 - Clients are assisted to access support services and establish community supports, and where needed are assisted through advocacy with service providers
 - 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
 - Accurate, up to date client records and data is maintained for all clients in accordance with TSA standards and procedures using TSA information systems
 - Risks to clients, staff and TSA are identified and brought to the attention of the Team Leader as soon as possible. Relevant documentation is completed with respect to WHS policy
 - Service gaps are identified and recommendations for service delivery improvements are made to the Team Leader
-

Scope

- This position works in the Eastern Metropolitan Region (EMR) of Melbourne covering the Local Government Area's (LGAs) of Boroondara, Manningham, Monash, Whitehorse, Maroondah, Knox and Yarra Ranges
 - This position works in a team of 8
 - The service operates 5 days per week between the hours of 9am and 5.06pm.
 - This position is responsible for a case load of approximately 12 clients at any one time – dependent on complexity and numbers of individual clients, and the provision of brokerage funding for clients.
 - The CCP program will support persons beyond the usual crisis short term support period and up to a period of 3-6 months if required.
 - The program is funded by Department of Health and Human Services (DHHS).
-

Qualifications and Experience

A relevant Tertiary qualification in welfare or social work is desirable. Demonstrated experience and highly developed skills in working with people who have multiple and complex needs.

Capabilities

Specialist Competencies

Client assessment

Uses appropriate information, tools and techniques to gather and analyse information; Identifies and prioritises appropriate actions including referral

Case Management	Supports clients to set and achieve goals through establishing and monitoring a case management plan; Identifies and implements case management processes appropriate to the needs of the client
Core Technical Skills	Expertise in working with clients with multiple vulnerabilities, histories of trauma, and complex needs
Sector	Housing and Homelessness; knowledge in the areas of human development, health and family issues
Reporting	An understanding of data collection processes and requirements

Personal Attributes

Collaborative	Treats other with dignity and respect; encourages and cooperates with others to achieve common goals; inspires trust and confidence
Resilient	Remains calm, focused and maintains perspective when faced with change, crisis and difficulty; does not give up or get disheartened when faced with obstacles
Outcome focused	Aims for optimum outcomes; sets a clear path/goals and manages time to achieve key outcomes; is proactive and self-motivated
Client Focused	Committed to and acts for well-being of internal and external clients; ensures needs of service users remain key focus
Inclusive	Respects differences in all its forms; recognises the rights of others; is non judgemental

Job Competencies

Service Delivery	Looks for ways to exceed client expectations; respects boundaries and limits of own role and capabilities; advocates and negotiates effectively for service users
Interpersonal dynamics and communication	Regulates own behaviour; listens actively; speaks with courtesy; adapts style to audience; well-developed written and verbal communication skills
Administration	Completes accurate reports, logs, letters, case notes and files to a high professional standard; uses technology and software applications effectively in accordance with task requirements
Team dynamics	Engages and contributes to team activities including discussions; contributes to team spirit
Continuous Improvement	Contributes to evidence based practice; reflects on practice; identifies opportunities for improvement; acts to implement improvement

Requirements of the role

- A national police record check is required
- A current and valid Working with Children Check or equivalent
- A current State Drivers licence

Signatures

Employee Name:		
----------------	--	--

	Signature	Date
Manager Name:	Signature	Date