



## BHOS Case Manager Position Description

<b>Position title</b>	<i>Case Manager</i>
<b>Responsible to</b>	<i>Team Leader</i>
<b>Status</b>	<i>Full time – 12 month contract (with the possibility of extending)</i>
<b>Hours of Work</b>	<i>35 hours per week</i>
<b>Award:</b>	<i>Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010</i>
<b>Classification:</b>	<i>SCHADS Level 5 (SACS Grade 4)</i>
<b>Probationary period:</b>	<i>6 months</i>
<b>Last Updated:</b>	<i>March 2019</i>

### **Purpose**

The Boarding House Services Team at Newtown Neighborhood Centre aims to improve the boarding house sector in the district at both a systemic and individual level.

The service supports residents of general boarding houses (BH) who are at risk of homelessness; people who are homeless seeking BH accommodation and people transitioning from BHs to more appropriate accommodation.

The service also works with BH operators, and seeks to improve property and occupancy management capacity to improve boarding house environments.

The Case manager aims to link isolated individuals in vulnerable housing situations to supports that will improve both their housing situation, independence and their ability to participate in community life.

The post holder will:

- Improve housing outcomes for people in marginalised housing
- Improve opportunities for the service users to participate in community life and develop wider social networks
- Build supports for service users to sustain tenancies and a more engaged community life
- Assist in building the capacity of the boarding house sector to meet the requirements of their tenants
- Maintain effective working relationships with other mainstream services to support positive outcomes for boarding house residents

- Be delivered in an atmosphere of support and acceptance
- Be carried out in an efficient, effective and appropriate manner
- Carry out a case management role to assist meeting the unmet needs of the individual client

### **Emphasis and impact of the role**

The BHOS Case Manager plays a key role in the coordination of client-focused services, programs and activities. The role includes:

- Meeting with boarding house residents to assess individual need. Developing, with the residents, effective individualised plans to improve their housing situation and strengthen their social and community participation
- Providing activities to implement case plans for residents to obtain and sustain tenancies, maintain health and well-being, and build resilience and the capacity to participate in community life
- Providing information and referral to service users to meet their needs, improve their living conditions, and broaden their social networks
- Advocating, lobbying and working with residents to meet the needs of service users
- Ensuring the development and maintenance of partnerships and good working relationships with appropriate stakeholders such as service users, housing providers, government departments and other services
- Maintaining a safe working environment for all NNC staff, volunteers and service users
- Working with NNC Management to ensure that all legal, NNC constitution/rules and funding obligations are adhered to
- Attending and representing NNC at meetings/forums as needed by the service

### **WHS Accountabilities – All NNC Staff**

1. Comply with all workplace health and safety responsibilities relevant to the role in accordance with NNC's WHS management system
2. Fulfil all work health and safety responsibilities and accountabilities as prescribed in the WHS management system
3. Contribute towards all work health and safety goals, objectives and key performance indicators
4. Maintain a healthy and safe work environment
5. Undertake all WHS training requirements for your position
6. Comply with any WHS policies, procedures and reasonable instructions

### **WHS Accountabilities – Specific to this NNC role**

The position has responsibility for:

- ensuring NNC's WHS procedures are effectively implemented
- providing the necessary information, training and appropriate supervision to volunteers to enable them to understand and follow safe working procedures
- managing WHS issues on a day to day basis

- conducting workplace inspections on a regular basis and implementing corrective actions (in this role the “workplace” will include public spaces)
- identifying, assessing and controlling hazards
- reviewing risk assessments and controls
- investigating and reporting on all incidents and accidents so that corrective action is promptly implemented
- consulting, co-operating and co-ordinating activities with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

### Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators  How will success be measured
1.Management	<p>Follow NNC WH&amp;S requirements</p> <p>Carry out duties so that funding and legal obligations are met</p> <p>Assist in the development and implementation of NNC Housing Program Work Plan</p>	<p>WH&amp;S policies and procedures are implemented</p> <p>Reporting obligations and performance targets are met</p> <p>Annual work plans are adhered to</p>
2. Community Development	<p>Ensure programs and activities are developed that are relevant to the social, employment, health and daily living skills of the residents</p>	<p>Residents are able to participate in meaningful activities that broaden their capacity to engage in their community</p>

	<p>Identify, advocate and lobby on issues according to the service users' needs</p> <p>Build strong partnerships with other related agencies to develop responsiveness to residents' needs</p>	<p>Residents have better access to relevant services and supports</p> <p>Effective information and referral networks are in place</p>
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3. Service Delivery	<p>Ensure that the service delivers meaningful outcomes that represent an improvement in the living conditions and social integration of the service users</p> <p>Ensure that services and activities are client focused and strive to meet the needs of the residents</p> <p>Ensure that services and activities are delivered in an atmosphere of support, acceptance and accessible for residents</p> <p>Services are regularly monitored to ensure service user satisfaction and to improve service delivery</p> <p>Ensure that services and activities are carried out in an efficient, effective and appropriate manner</p>	<p>Case plans in place and achievable individual goals identified</p> <p>Service users have adequate supports and resilience to sustain greater independence and improved health and wellbeing</p> <p>Service users are treated with respect and dignity and are provided opportunities to be involved in planning, implementing and evaluating services and activities.</p> <p>Feedback received indicates a level of satisfaction. Services responds to input from service users and stakeholders</p> <p>Programs/services deliver quality results and are run at capacity</p>
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<p>4. Administration</p>	<p>Maintain adequate and appropriate client records, data collection and other information as required</p> <p>Ensure the economical, efficient and effective use of resources</p> <p>All staff expenditure is authorised and appropriate.</p>	<p>Information is maintained according to the requirements of the funding bodies and the NNC Housing Program</p> <p>Budget expenditures are planned and the service is able to operate within budget constraints</p>
<p>5. Staff Support and Supervision</p>	<p>Carry out their duties as per position descriptions, work plans, policy and procedures and funding agreements</p> <p>Contribute and engage in project activities, planning and reviews</p> <p>Assist in orientation and support of students and volunteers</p> <p>Communicate effectively with NNC teams</p> <p>Effective support data and timely reports are provided to the Housing Program Manager</p>	<p>Contribution to the development of the service</p> <p>Service is reviewed and adapted to improve outcomes for residents</p> <p>Students and volunteers receive thorough orientation and are supported in their placements</p> <p>NNC teams have working knowledge of other NNC programs and collaborate across teams where possible to assist service users</p> <p>The Housing Program Manager is kept informed about service issues</p>
<p>6. Partnerships and Stakeholders Engagement</p>	<p>Maintain partnerships with appropriate stakeholders</p>	<p>Evidence of healthy working relationships with other stakeholders</p>

	<p>Develop new partnerships where appropriate to improve outcomes for residents of boarding houses and homeless people</p> <p>Advocate and lobby with stakeholders to promote effective change</p>	
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### Selection Criteria:

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1. Commitment to the values of Newtown Neighbourhood Centre
2. Demonstrated experience working with disadvantaged and marginalized people
3. Experience in needs assessment, case coordination and advocacy for service users and in individualised outcomes-focused service delivery
4. Relevant tertiary qualifications in community services or equivalent
5. Strong interpersonal skills, able to work with a diverse clientele
6. Good written and computer based skills
7. Experience working collaboratively with a range of stakeholders including other service providers
8. Ability to organise and prioritise workload
9. Ability and commitment to work as part of a team
10. A current drivers licence and safe driving record

### Declaration

*I have read this position description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the Policies and Procedures of Newtown Neighbourhood Centre.*

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Employee's Name

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Employee's Signature

Date

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Chief Executive Officer

Date