



BHOS Case Manager Position Description

Position title	<i>Case Manager (Aboriginal Identified)</i>
Responsible to	<i>Team Leader</i>
Status	<i>Full time</i>
Hours of Work	<i>35 hours per week</i>
Award:	<i>Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010</i>
Classification:	<i>SCHADS Level 5 (SACS Grade 4)</i>
Probationary period:	<i>6 months</i>
Last Updated:	<i>June 2020</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:

- Carry out a case management role to assist meeting the unmet needs of the individual service user
- 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 occupancy and a more engaged community life
- Assist in building the capacity of the boarding house sector to meet the requirements of their residents

- Maintain Cultural Safety for Aboriginal service users
- Maintain effective working relationships with other mainstream services to support positive outcomes for boarding house residents
- Carry out Case Management in an atmosphere of support and acceptance, that is efficient, effective and appropriate.

Context in which the role operates

Newtown Neighbourhood Centre (NNC) is a not-for-profit, secular, community organisation working across the inner western suburbs of Sydney. NNC provides specialist services for people who are at risk of homelessness, older people and families with young children. We seek to work with and engage the wider community. NNC puts on social and cultural events such as the annual Newtown Festival. In all that we do, NNC is committed to justice, inclusion, action and fun. We want to work with the community to fulfill its potential.

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 outcomes of the role include:

- Meeting with and developing case plans for boarding house residents to meet individual goals.
- Improved housing and strengthened social and community participation
- Improved living conditions in boarding house environments
- The development and maintenance of partnerships and good working relationships with appropriate BH sector stakeholders
- A safe working environment for all NNC staff, volunteers and service users

Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators How will success be measured
1.Management	<p>Follow NNC WH&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</p>	<p>WH&S policies and procedures are implemented</p> <p>Reporting obligations and performance targets are met</p> <p>Annual team and individual work plans are adhered to</p>

	Work Plan including any culturally specific aspects	
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>Develop partnerships and relationships between NNC and local Aboriginal communities to increase awareness of the services NNC deliver</p> <p>Improve and maintain the cultural competence of NNC services</p> <p>Reduce the barriers Aboriginal people may have in accessing NNC services</p> <p>Identify new or enhancing existing Aboriginal and Torres Strait Islander events which may be suitable for NNC to attend in order to increase NNC profile, raise awareness and partner within communities where NNC is represented</p> <p>Build strong partnerships with other agencies to develop responsiveness to residents' needs</p>	<p>Residents are able to participate in meaningful activities that broaden their capacity to engage in their community</p> <p>Residents have better access to relevant services and supports</p> <p>A culturally welcoming space is available</p> <p>Effective information and referral networks are in place</p> <p>NNC wide presence within Reconciliation Week</p> <p>Engage with Aboriginal Specialist with Housing Providers, Aboriginal Chronic Care Program, Aboriginal Boarding House Committees</p>

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>Case plans in place and achievable individual goals identified</p> <p>Service users have adequate supports and resilience to sustain greater independence</p>
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	<p>Ensure that services and activities are delivered in an atmosphere of support, acceptance and are 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 culturally appropriate manner</p>	<p>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. Service responds to input from service users and stakeholders</p> <p>Casework practice is informed by gender and cultural specific understanding</p>
4. Administration	<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>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>
5. Staff Support and Supervision	<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>Contribution to the development of the service</p> <p>Service is reviewed and adapted to improve outcomes for residents</p>

	<p>Assist in orientation and support of students and volunteers</p> <p>Communicate effectively with NNC teams, in activates such as Reconciliation Action Plan</p> <p>Data and timely reports on service provision are provided to the Team Leader</p>	<p>Students and volunteers receive thorough orientation and are supported in their placements</p> <p>Collaborate across NNC teams to assist service users</p> <p>The Team Leader is kept informed about service issues</p>
6. Partnerships and Stakeholders Engagement	<p>Maintain partnerships and engagement with Aboriginal services</p> <p>Develop new partnerships where appropriate to improve outcomes for residents of boarding houses and homeless people</p>	<p>Evidence of healthy working relationships with other stakeholders</p> <p>Effective and professional representation of NNC to external bodies</p>

WHS Responsibilities

NNC Workers, regardless of the position they hold, have responsibility for:

- complying with their obligations under the WHS Act 2011, and NNC WHS policy and related WHS procedures
- taking reasonably practicable care for their own health and safety and that of other people on NNC premises, including service consumers and other visitors
- complying with any reasonably practicable health and safety instruction or direction
- reporting any safety hazard of which they are aware to their immediate supervisor or immediately rectifying the safety hazard where safe to do so
- attending and participating in any training or seminars arranged by NNC that support the WHS objectives of NNC's WHS policy
- reporting and recording all hazards that may cause harm, injury or illness, including any damage or maintenance requirements affecting the workplace using the current Hazard/ Near Miss reporting form
- reporting and recording all accidents or incidents that have resulted in harm, injury or illness, or any damage or maintenance requirements affecting the workplace using the current Accident/Incident reporting form

- engaging with WHS Committee Representatives to consult on any WHS issues or information
- cooperating in any return to work plan developed for injured workers

Selection Criteria:

1. Commitment to the values of Newtown Neighbourhood Centre
2. Demonstrated experience working with disadvantaged and marginalised 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. Understanding of Cultural Safety issues / Understanding of Aboriginal Community Protocols
7. Good written and computer based skills
8. Experience working collaboratively with a range of stakeholders including other service providers
9. Ability to organise and prioritise workload
10. Ability and commitment to work as part of a team
11. Demonstrated ability to liaise, engage and collaborate with Aboriginal Communities and relevant agencies to ensure culturally responsive services
12. Demonstrated knowledge of the impact homelessness can have on a aboriginal client.
13. 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.

Employee's Name

Employee's Signature

Date

Chief Executive Officer

Date