



POSITION DESCRIPTION

Title:	Case Manager, Our Place Housing Program
Enterprise Agreement:	Community Sector Multiple Enterprise Agreement.
Classification:	Level 4
Usual work location:	28/90 Henty Street, Braddon, ACT
Cost Centre:	157
Usual hours of work:	76 Hours per fortnight worked between the hours of 7AM to 7 PM by roster

Position Objective:

- Support young people through case management to sustain stable accommodation, education and/or employment and to develop independent living skills

Position Responsibilities:

- Provide accommodation and support for homeless young people according to their individual needs.
- Support young people through a case management model to develop coping mechanisms and attain a higher level of independence
- Support clients to develop practical skills, including budgeting, menu planning, cooking, cleaning, general household routines and structure.
- To work in an integrated way with education, health, employment and other critical services.
- Maintain an appropriate caseload of clients as discussed with Program Manager
- Promote and maintain a positive image through regular communications with all stakeholders.
- Refer clients to appropriate government and non-government agencies.

- Liaise with other services in a professional manner and working collaboratively with other services, in the interests of young people.
- Maintain appropriate records of all interactions with young people and, if appropriate, other services.
- Contributing to the team development through regular attendance and participation in Team and Regional Office meetings.

Key Behaviours:

Client Focus

Recognises, anticipates and focuses on specific client needs and advocates on behalf of the client.

Interpersonal

Establishes cooperative and productive relationships by understanding and responding to the needs of others.

Job Motivation

Is a self-starter and self-motivated and maintains a high level of enthusiasm for work responsibilities.

Outcome focused

Identifies and accomplishes challenging objectives by doing whatever is necessary to achieve the goal.

Team Building

Promotes the achievement of results through cooperation and joint efforts between team members

Key Requirements:

- Have a good understanding and working knowledge of effective case management
- Ability to work effectively within a team setting.
- Have a good understanding and working knowledge of appropriate information sharing, confidentiality and appropriate boundaries.
- Ability to promote and maintain a positive image through regular communications with all stakeholders.
- High level effective interpersonal and written communication skills including crisis intervention skills.

Key Knowledge Areas

- An understanding of working respectfully with individuals and communities within a solution-focused, competency-based framework.
- A well-developed understanding of how to engage and work with young people.
- Demonstrated understanding of casework practice including case management, assessment and preparation of case plans.
- Demonstrated understanding of adolescent development and the issues that place young people at risk of family disconnection and homelessness.
- Knowledge of youth housing issues.
- An understanding and ability of how to establish and maintain appropriate professional relationships, as well as positively engage, interact and work with, a broad range of stakeholder groups, including those of Aboriginal or Torres Strait Islander background.

Key Experience

- A minimum of 3 years' experience working with young people in a similar role and/or young people with challenging behaviours and complex needs

Qualifications:

- Tertiary qualifications with a minimum of a Diploma in the human services field and relevant experience in child and family Welfare, community services or related field is essential. Experience in working with youth housing programs is highly desirable.
- Current Drivers License
- Current Senior First Aid Certificate

Other conditions:

- The candidate will be required to work a varied roster between the hours of 7am – 7pm.
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- The candidate is required to participate in an after-hours roster.
- A current driver's license is required and is to be maintained throughout the candidate's employment.
- A police check and working with vulnerable people card are mandatory requirements for this position.

Reports to: The Case Manager Coordinator

Direct reports: Nil