

Job Description

Team Member



Job Title: Case Worker Homelessness Services

Department: Homelessness Services

Award: Social Community Home Care & Disability Services Award

Classification Level: 4

Reports To (Title): Regional Manager Homelessness Services

Direct Reports: Nil

About our Organisation

ac.care is a non-government organisation (NGO) that encourages excellence, improvement, and growth at both an organisational and individual level.

Everything we do is underpinned by our core values (CARE - Compassion, Adaptability, Relationships, Excellence). Together, as one team we CARE to ensure all country people experience a seamless and consistent ac.care service in a welcoming and non-judgemental environment.

About the Job

The Case Worker Homelessness Services will work collaboratively as a team member within the organisation to deliver a service to clients currently living in short term transitional housing and supported housing across eastern regional South Australia.

The Case Worker is responsible for providing case management support to all clients including adults and children, by creating individual case plans to meet their needs. The Case Worker will provide this support by offering outreach appointments, referrals, advocacy, and information sharing with key service providers within the local community.

The role will promote the positive development of adults and young people ensuring their needs are met.

Key Outcomes

Job responsibilities

- Coordinate the planning of program activities, with Manager.
- Identify and set program/service delivery performance outcomes.
- Contribute to the provision of a high quality Homelessness services by applying client centred best practice standards at all times.
- Contribute to the development and implementation of frameworks, policies, procedures, individual case plans and other resources to achieve outcomes
- Manage risk in accordance with ac.care policies and procedures and legislative requirements.
- Communicate effectively and contribute to the development of quality short term transitional or supported housing programs.

Organisational responsibilities

- Demonstrates appropriate and professional workplace behaviours that are in line with ac.care Policy and Procedures.
- Actively participates in ac.care's Performance Development and Review Program.
- Actively promotes and role models the ac.care values of Compassion, Adaptability, Relationships and Excellence and desired ac.care Way behaviours.
- Actively speaks up, reports and challenges bias and intolerance within the workplace, e.g. misconduct, illegal and inappropriate behaviour, conflicts of interest, racism and bullying and harassment
- Maintains a commitment to Equal Employment Opportunity (EEO), Diversity and Inclusion, Ethical

Compassion, Adaptability, Relationships, Excellence

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- Provide a case work service which is client centred, respectful, tailored and appropriate to the client's circumstances and needs e.g. develop and implement individual case plans and strategies to meet their needs.
 - Responsible for managing time, setting priorities, planning, and organisation of own work.
 - Participate in case conferences, meeting, forums, and training and program reviews/assessments when required.
 - Deliver a wide range of activities associated with program/service delivery.
 - Contribute the evaluation, monitoring and reporting of program activities to determine their effectiveness and contribute to identifying strategies to address any deficits.
 - Develop, control and administer accurate and appropriate records management (case notes) and statistical data in accordance with program and funding body requirements.
 - Monitor and identify gaps in short term transitional or supported housing placements.
 - Maintain case files as required by ac.care, provide written reports and maintain confidentiality.
 - Ensure compliance with all statutory, legal and ethical obligations and participate in compliance audits.
 - Provide specialist advice and reporting on relevant issues to senior manager.
 - Promote quality outcomes in service delivery by being accountable to clients, senior management and ac.care through constructive responses to feedback.
 - Facilitate access to education and training for clients.
 - Promote and deliver the Tenancy Education Program to clients.
 - Promote and contribute to an environment of continuous learning and improvement through coaching and mentoring of other staff as required.
- Conduct and record keeping within legislative requirements.
 - Maintains a commitment to the ac.care Reconciliation Plan (RAP), demonstrating respect and support for Aboriginal and Torres Strait Islander people.
 - Actively contributes to a culture and environment where children and young people's safety and wellbeing is at the centre of thought, values and actions.

Work Health and Safety responsibilities

- Accepts responsibility for own and others safety.



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- Actively participates in consultation about work, health and safety issues.
- Identifies and reports hazards and incidents and identifies risk controls where appropriate.

Key Relationships

- Works collaboratively with ac.care executives, senior managers, program managers, staff and volunteers.
- Develops and maintains positive relationships with ac.care partners, other Non-Government Organisations (NGO) and local community businesses.
- SA and Commonwealth Government Departments, e.g. Department of Human Services, Department of Health, Department for Child Protection and other government departments as required.

Special Conditions

- Hold a current SA drivers' licence 'Class C' or interstate equivalent
- Satisfactory Employment Screening Assessment(s) required for this role in line with ac.care Policy:
 - Working with Children Check
 - National Police Check
 - Psychological Suitability Assessment
 - Medical or Functional Assessment
- Out of hours work may be required from time to time
- Client transportation required and/or client visitation outside of the office required
- Intra and interstate travel may be required

Key Selection Criteria

Essential

- Tertiary or formal qualifications e.g. Certificate IV or higher in a Community Services or equivalent with three (3) – four (4) years demonstrated experience working with families in human services.
- Demonstrated experience in case management, case noting, assessment and referral, including professional report and letter writing.
- Demonstrated experience in project management, including project administration, monitoring and evaluation.
- Demonstrated experience in working with and being sensitive to the needs of others, in a welcoming and non-judgemental environment, acting with diplomacy, tact, empathy, privacy and confidentiality e.g. vulnerable communities, **low-income** earners, homelessness, cultural groups and/or disadvantaged members of the community.
- Knowledge of the issues associated with homelessness, the influences and effects of the social environment and advocating with and on behalf of those who are disadvantaged.
- High developed communication skills (listening, verbal and written), including the ability to establish rapport and maintain a positive relationship with clients and other service providers.



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- Demonstrated practice to work autonomously, manage time effectively, set priorities, plan and organise workload and that of other staff and/or volunteers where supervision is required to achieve specified outcomes within a limited timeframe.
- Advanced skills in Microsoft Office and databases e.g. word, excel, PPT, outlook and data entry (H2H).
- Experience working within a cross functional environment (multiple service delivery programs at one site) to achieve client focused outcomes, and organisational strategic objectives.
- Demonstrated experience in identifying, reporting and implementing Work Health and Safety procedures and initiatives for personal safety and the safety of others

Highly Regarded

- Experience working with Aboriginal and Torres Strait Islander peoples, families and communities.
- Experience working with people from culturally and linguistically diverse (CALD) backgrounds.
- Demonstrated experience in facilitating and delivering training programs and presentations, in an individually or group setting e.g. programs that enhance clients' practical living and conflict resolution skills, as well as providing opportunities for clients to experience success through encouragement of positive relationships.
- Highly developed skills in negotiation and liaison using conflict resolution, mediation and advocacy skills.
- Experience working with people who are homeless or at risk of becoming homeless.
- Knowledge of the influences and effects of the social environment on clients and issues associated with homelessness.
- Ability to identify and manage own emotional responses to clients being supported e.g. self-awareness, open-mindedness on social issues and ability to practise reflection.
- Trained and experienced in mental health first aid.
- Experience or knowledge in counselling.



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Competencies



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Competency	Behavioural Indicators
Shapes strategic thinking	<ul style="list-style-type: none">Align own work activities to ac.care strategic goalsDemonstrate responsibility for achieving results and agreed targets
Achieves results	<ul style="list-style-type: none">Be productive, prioritise work through effective planning, monitoring and time managementIdentify causes for lack of success, which may or may not involve yourself, and take action to ensure future successParticipate in team decision making and achievement of outcomes
Drives business excellence	<ul style="list-style-type: none">Listen, ask questions, make suggestions and raise challenging issues and seek alternative ways of workingSupport new system improvement initiatives and technologies
Leading self and others	<ul style="list-style-type: none">Exercise situational leadership through sharing ideas and actions that drive improvementsShare skills, knowledge and encourage others to learnConsider how your actions and interpersonal style and words may impact others
Builds relationships and engages others	<ul style="list-style-type: none">Collaborate with others to achieve shared outcomes, shared ideas, approaches or insightsListen, be open to the inputs of stakeholders, individual viewpoints, opinions, experiences, values and beliefs

EMPLOYEE ACCEPTANCE

I acknowledge that I have read, understood, and agree to the job description.

Date: Signature:

