

**POSITION DESCRIPTION**

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| **Position Title:** | Community Connections Case Manager |
| **Location:** | Bairnsdale Office |
| **Reports To:** | Team Leader – Community Connections programs |
| **Hours of Duty:** | As per the Employment Agreement |
| **Salary Classification:** | Social and Community Services Level 5. |
| **PD number:** | HLN013 |

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| **About Quantum** | |
| Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:   * Homelessness including youth crisis accommodation * Tenancy advocacy and support * Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers * Family violence support for women and children * Youth programs * Out of Home Care including Foster Care   Quantum believes the celebration of diversity makes us and the community stronger.  We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people.  Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcome and valued.  In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below. | |
| **Vision:** | Our Vision is to enrich the wellbeing of Gippslanders |
| **Values:** | Respect, Integrity, Empowerment |
| **Our Core Values:** | * we are inclusive * we are accountable * we strive for sustainable outcomes * we are proactive * we show care * we are agile and adaptive |
| **Our Goals** | * Provide the right services and programs in the right places. * Increase access to early intervention and prevention services. * Attract, engage and invest in our people. * Build the profile of Quantum. * Achieve a sustainable business model |

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| **Primary Position Objective** |
| Quantum Support Services is the major provider of housing and support services for vulnerable and disadvantaged people within Gippsland, and one of the largest community based social services in Victoria.  To provide direct client support to community members accessing the Community Connections Program, Housing Support for the Aged program and the Commonwealth Home Support program.  The Community Connections Program (CCP) aims to assist people with unmet complex needs who live-in low-cost accommodation, are homeless or at risk of becoming homeless. The program works with people to improve their health and wellbeing by providing generalist community support services and through increasing the client groups access to mainstream or specialist services. The position also combines responsibilities in the Housing Support for the Aged Program, which enables ongoing Case Management support for older clients who have been assisted to access Public Housing, and the Commonwealth Home Support program (CHSP) which aims to provide relatively low intensity (small amounts) of a single service or a few services to a large number of frail older people who need assistance or support to enable them to maintain their independence. |

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| **Duties and Responsibilities** | |
| **Service Delivery** | * Homelessness and Social Connection Support – including comprehensive assessment, goal orientated support plan, long term housing plan, transition planning to live more independently and leverage community-based health and social supports. * To provide Care coordination, service navigation and referrals – improved access, connection, and coordination to and navigation of mainstream and specialist services * Provide holistic, strength-based support to young people, single adults and families referred to the program within a case management framework. * Provide targeted and tailored support for people who have increased vulnerabilities and risks who are experiencing homelessness or who are at risk of homelessness in low cost accommodation and require on-going housing such as social housing to resolve their homelessness. * Support community members to achieve and maintain stability in housing by observing principles of Trauma Informed Care and Practice. * Provide individually tailored, flexible and rapidly responsive support to support client-led recovery. * Provide each community members support service through a continuum of integrated support. * Support pathways to long term housing and the ability to remain living independently within the community, personal stability, with active support at all points of referral and transition across programs * Provide case coordination with the community member to develop a holistic, strength-based, goal orientated plan that will remain with the community member for the duration of their time in the program * Review the community members plan and progress their plan with them on a regular basis with differing intensity of contact dependant on the community member’s needs. * Convene multi-disciplinary team meetings on a regular basis as required to discuss the community members plan, care, supports and strengths, and to share information on the client (in accordance with privacy legislation). * Broker access to services for the community member where required, including referrals to health services, and assisting to navigate services. |
| **Agency Participation** | * Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Line Manager. * Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. * Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning. * Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews. * Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework. |
| **Administration** | * Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants * Maintaining accurate records. * Maintain case files for all program participants. * Reporting on a weekly, monthly basis or as requested. * Perform other duties relevant to Quantum Support Services' daily operations as directed by Quantum Support Services Line Management. |
| **General** | * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. * Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills. |
| **Health and Safety** | * Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures. * Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff. |

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| **Key Selection Criteria** | |
|  | **Service Delivery**   1. An understanding of the social and political issues impacting on people who are experiencing homelessness or who are at risk of homelessness. 2. Demonstrated experience and knowledge of strength-based case management practices. 3. Experience in providing support to community members with multiple and complex needs. 4. Previous experience in related work with the client group which demonstrated the ability to engage community members. 5. Demonstrated capacity to deliver culturally sensitive practices in working with the members of the community. 6. A commitment and ability to create strong links with appropriate services and networks and an understanding and knowledge of the available resources in Gippsland. 7. An understanding of team responsibilities and dynamics, and the skills required to support and encourage team members. 8. Demonstrated experience in providing holistic, strength-based, community member led case management support to vulnerable and disadvantaged community members with complex needs. 9. Excellent communication and interpersonal skills which can be appropriately used when working with community members, families, colleges, Government Departments, and community organisations. 10. Demonstrated ability to implement, monitor and evaluate services that meets clients' needs, within policy and program guidelines as provided via funding and service agreements and Quantum. |
| **Mandatory Qualifications** |  |
|  | * Minimum requirement of Diploma of Community Services or other relevant or appropriate tertiary qualifications and/or experience relevant to this position. * Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address and telephone numbers of three referees. |

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| **Conditions of Employment** | |
| **Required** | * Provision of valid Working with Children Check (full not voluntary) * Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter. * Compliance with Quantum’s Child Safe Standards * Entitlement to work within Australia * 6 months probationary period * The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. * The successful applicant must confirm their acceptance of the Offer of Employment from Quantum Support Services Inc. via the People Learning & Culture Portal. * The successful applicant is required to comply with the policies of Quantum Support Services Inc. * This position is subject to an annual Review. |

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| Reviewed | 1 | 10th June 2021 | 10th June 2024 |
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