



McAuley Community Services for Women

A ministry of the Sisters of Mercy

Position Description Case Manager - Homelessness

POSITION TITLE:	Case Manager - Homelessness
REPORTING TO:	Program Co-ordinator, McAuley House
EFT:	Full time, 6 month position
REMUNERATION:	Social, Community, Home Care and Disability Services Industry Award – MA000100 Level 4 Salary Packaging Available

1. ROLE PURPOSE

McAuley House supports women who are homeless or at risk of homelessness on their journey towards recovery and independence by providing medium term accommodation, meals and intensive and individualised case management support

Working in a team environment, the Case Manager is responsible for providing case management, advocacy, accommodation and support services to women who are experiencing homelessness.

1. Provides individualised case management according to our Direct Practice Competency framework and program goals.
2. Provides ongoing flexible support to empower women to regain power and control of their lives, through accessing safe affordable housing.
3. Works collaboratively with team members and external service providers to provide an integrated continuum of support and exit planning.

2. ORGANISATIONAL OVERVIEW

McAuley Community Services for Women, a ministry of the Sisters of Mercy, was formed in 2008 from the re-structuring of two of its organisations, Regina Coeli Community Inc. and Mercy Care to expand its commitment to women and children and to incorporate its two existing long term services:

- Family Violence (Mercy Care Program)
A 24-hour safe house and children's program providing accommodation and support for women and their children who have experienced family violence, established in 1988

- Homelessness (Regina Coeli Program)

A medium term community accommodation for women who have experienced homelessness and mental illness, established in 1986

McAuley Community Services for Women is governed by a Board of Directors responsible to the Governing Council of the Institute of Sisters of Mercy of Australia and Papua New Guinea (ISMAPNG).

McAuley Community Services for Women works collaboratively with government and other stakeholders to advocate on behalf of, and plan services for, women and children who are affected by homelessness, family violence and often mental illness.

3. PHILOSOPHY OF SERVICE

Mission

McAuley Community Services for Women is a ministry of the Sisters of Mercy,, impelled by the Gospel of Jesus Christ and enriched by the spirituality of Catherine McAuley, the founder of the Sisters of Mercy.

Our mission is to provide accommodation, services, advocacy and support for homeless women, and women and their accompanying children, who experience family violence.

Vision

Through our service, McAuley Community Services for Women is committed to advocate for a better, safer and just society.

Values

McAuley Community Services for Women is committed to:

- hospitality
- compassion
- justice
- community

In our daily encounters we offer women the opportunity for empowerment in their lives.

ROLE COMPETENCIES	RESPONSIBILITIES
<p>Individualised Case Management</p> <p>(Ref: McAuley's Direct Practice Competencies No.3 and No. 6 Cultural Diversity)</p>	<ul style="list-style-type: none"> • Manage a caseload of clients with varying complex needs in an on-site capacity: <ul style="list-style-type: none"> ○ Facilitate screening, intake and referrals. ○ Undertake comprehensive risk assessments and reviews of clients. ○ Develop and review a comprehensive case management plan with women ○ Deliver professional assessments and case management (including case conferencing, exit planning and case closure) according to our Direct Practice Competency no 3. • Communicate sensitively and appropriately with women with CALD or Aboriginal backgrounds or with a disability.
<p>Understanding Homelessness and Mental Health</p> <p>(Ref: McAuley's Direct Practice Competencies No.1)</p>	<ul style="list-style-type: none"> • Work flexibly and compassionately within a strengths based and trauma informed practice style. • Provide information to women that is relevant, accurate, up to date and easy to understand. • Make appropriate referrals to outsource specific care needs • Collaborate with key workers, family and external supports to provide holistic care to clients • Have an awareness of other issues that may affect women and their choices and decisions such as immigration status, cultural issues, effects of trauma & family violence and financial status.
<p>Risk Management & Compliance</p> <p>(Ref: McAuley's Direct Practice Competencies No.7)</p>	<ul style="list-style-type: none"> • Observe safe work practices in accordance with training and instruction given, and report any risk to the Program Co-ordinator. • Participate in and contribute to Workplace Health and Safety activities, including participation in the consultative processes provided by the organisation, to ensure a safe work environment for clients, our community, employees, volunteers and visitors. • Ensure arrangements for outreach work, including vehicle logs and property use are accurately completed. • Ensure ongoing accurate record keeping, including case notes, completed forms and reports according to program guidelines and agency registration obligations.
<p>Program Development</p> <p>(Ref: McAuley's Direct Practice Competencies No.5)</p>	<ul style="list-style-type: none"> • Establish effective working relationships with partner agencies providing services and support for women who are experiencing homelessness • Facilitate specialist portfolios as directed by Program Co-coordinator. • Provide feedback for procedural improvement and contribute innovative ideas for ongoing program development.

ROLE COMPETENCIES	RESPONSIBILITIES
<p>Self-Management</p> <p>(Ref: McAuley's Direct Practice Competencies No.8)</p>	<ul style="list-style-type: none"> • Ability to project a calm approach and optimism regardless of the situation, including client crises and significant change events. • Maintain professional knowledge and propose access to relevant training to ensure high quality service provision. • Monitor own work and client case loads, and initiate discussion about any concerns including stress levels with the Program Co-ordinator. • Be aware of the effects of vicarious trauma and seek support if required.
<p>Team Work</p> <p>(Ref: McAuley's Direct Practice Competencies No.4)</p>	<ul style="list-style-type: none"> • Contribute to the development of an integrated team by participation in team meetings, program development, case reviews, handovers, staff meetings and network gatherings. • Reflect on and analyse complex problems and provide workable solutions in consultation with team. • Actively seek and be willing to participate in regular supervision and reflective practice. • Assist team members as required.

DIRECT PRACTICE COMPETENCIES	ELEMENTS
1. Understanding Family Violence and Homelessness	<ul style="list-style-type: none"> a. Complexity of family violence & gendered nature b. Issues of Power & Control c. Intersections with homelessness, mental health and substance abuse d. Legal e. Court Support f. Family Systems Theory g. Feminist Perspective
2. Family Centred Practice	<ul style="list-style-type: none"> a. Family Sensitive b. Individualised tailored support c. Strengths Based & Reflective Practice d. Child Aware & Inclusive e. Attachment Theory f. Trauma Informed Practice
3. Individualised Case Management	<ul style="list-style-type: none"> a. Facilitating affordable, safe housing options for women and their children. b. Facilitating service referrals, social inclusion and employment opportunities. c. Case Management Framework: <ul style="list-style-type: none"> • Screening, Intake & Assessment • Case Planning • Case Reviews • Service Referrals • Exit Planning & Case Closure
4. Teamwork	<ul style="list-style-type: none"> a. Communication & collaboration b. Decision Making & joint problem solving c. Handovers d. Team meetings & Supervision e. Supporting each other f. Building partnerships/ relationships
5. Program Development	<ul style="list-style-type: none"> a. Planning, input, development, implementation and evaluation of programs b. Program innovation c. Program partnerships
6. Cultural Diversity	<ul style="list-style-type: none"> a. Working with culturally diverse clients and using interpreters
7. Risk Management and Compliance	<ul style="list-style-type: none"> a. Identify and assess risk for self, others and clients b. Manage risk c. Compliance to Program policies & procedures d. Record keeping on SHIP e. Collect & analyse data f. Monitor and review risk
8. Self-Management	<ul style="list-style-type: none"> a. Truth seeking b. Limit setting c. Maintains composure d. Manages stress e. Prioritisation f. Participates in regular supervision

KEY SELECTION CRITERIA

Please address each of these in your application

Essential Requirements

- An understanding of, and commitment to, the operations of McAuley Community Services for Women and its philosophy and core values.
- A capacity and ability to demonstrate own professional competence by reference to McAuley's Direct Practice Competencies with relevant evidence/examples.
- Demonstrated knowledge and application of a range of risk assessment, intervention and case management skills, preferably within the homelessness and mental health sector.
- The ability to apply a flexible, non-judgmental and empowering approach to service delivery.
- The ability to manage service obligations including confidentiality, duty of care, mandatory reporting, other relevant legislation and professional conduct.
- Demonstrated background or training relevant to working with clients with complex needs, including homelessness, family violence, alcohol, drugs, CALD and/or mental illness.
- Highly developed communication skills including:
 - Maintaining client case files and reporting.
 - Communicating effectively with people from diverse cultural backgrounds and with linguistic needs.
 - Advocating on the behalf of others to a range of agencies and support services.
 - Shared casework or group work.

Preferred Requirements

- Tertiary qualification in team leadership and/or management would be desirable.
- Knowledge of some of the specific issues facing migrants, refugees and specific needs of people with a disability who experience family violence.
- Experience maintaining program data on a relevant computer based program eg SHIP.
- Proficiency in Microsoft Office suite

CONDITIONS OF EMPLOYMENT

- This position is offered on a probationary period of 6 months in accordance with the *Fair Work Act 2010*. This period may be subject to extension of the probation period for up to a further 3 months subject to an agreed work performance plan that encompasses and measures, but is not limited to the following:
 - To demonstrate a commitment to McAuley Community Services for Women's Code of Conduct and Values.
 - To demonstrate an ability to meet the expected standards of performance and competencies in relation to the requirement of the position description.
- Monthly supervision will be required and Annual Performance review will take place 12 months post commencement date.
- This position description will be regularly updated in accordance with the developing needs of the organisation.
- Occasional out of hours work may be required.
- Current Victorian Driver's Licence.
- National Name Check required.
- Working with Children's Check
- Qualification in Social Work, Psychology, Welfare or related discipline.
- All McAuley Community Services for Women's employees are required to:
 - Comply with all McAuley Community Services for Women's policies and procedures
 - Comply with all Occupational Health and Safety legislation and regulation
 - Comply with all other Commonwealth and State legislation relevant to the organisation
 - Uphold and enhance the reputation of McAuley Community Services for Women
 - Maintain the highest standards of integrity and behaviour in line with McAuley Community Services for Women's Code of Conduct and undertake identified training and professional development activities/programs.

Please forward your application addressing the Key Selection Criteria to Carol at recruitment@mcauleycsw.org.au. Applications close 5.00pm Friday 19 August 2016.