

# EMPLOYMENT OPPORTUNITY

## CASE MANAGER

Permanent Full Time (76 hours per fortnight)

Crisis & Transitional Program

Based at Lime Street, East Perth

Level 4 (commencing salary \$61,315 p/a)

**The Crisis & Transitional program provides accommodation for men aged over 18 who are experiencing or at risk of homelessness. We support clients to identify their own strengths and to develop or enhance their personal coping skills. While we acknowledge the challenges clients have experienced, we support clients to articulate and work toward their hopes for the future.**

### ***This Opportunity***

The Crisis & Transitional Program is seeking a suitably qualified applicant for the position of Case Manager. We are looking for someone who has demonstrated experience working with disadvantaged people and who embraces our values of *empowerment, innovation, commitment, collaboration* and *social justice* in their approach to their work.

Case Managers provide strengths based case management to clients, using a collaborative approach to assessment, planning, facilitation and advocacy. The successful applicant will have an understanding of issues related to homelessness and have significant experience in developing person centred support plans and goal setting. A relevant 3 year degree, or lesser qualification with a minimum of 3 years experience is an essential requirement.

High level written and verbal communication skills and the capacity to manage your own workload are also requirements for this role.

This role is available for an immediate start. Suitable applicants will be interviewed as they present themselves so please apply without delay!

### ***What We Offer***

We offer a supportive working environment and a competitive salary as well as access to attractive salary sacrifice benefits. Professional development is encouraged and all staff have access to a comprehensive in-house training program.

### ***How to Apply***

Please visit [www.stbarts.org.au/employment](http://www.stbarts.org.au/employment) and review the Job Description for this vacancy. In order to apply, please submit:

- Completed Job Application Form (on our website)
- Resume
- Statement Addressing Job Criteria (criteria are listed in the Job Description)

**Applications should be emailed to Jakky Keenan [hadmin.officer@stbarts.org.au](mailto:hadmin.officer@stbarts.org.au)**

### ***More Information***

For queries about the application process please contact

**Jakky Keenan** [hadmin.officer@stbarts.org.au](mailto:hadmin.officer@stbarts.org.au) or 9323 5174

For queries about the position please contact

**Edel O'Neill** [Coordinator.HTSS@stbarts.org.au](mailto:Coordinator.HTSS@stbarts.org.au) or 9323 5104

**Applications to be received by 19 January 2018 at 4.00 p.m.**



**St. Bartholomew's House**  
Reconnecting lives.

## **JOB DESCRIPTION**

<b>Job Title:</b>	Case Manager
<b>Area of work:</b>	Accommodation Services – Crisis and Transitional
<b>Location:</b>	Your initial location of employment will be Lime Street, East Perth
<b>Salary:</b>	Level 4 plus attractive salary packaging
<b>Reports to:</b>	C&T Coordinator
<b>Relationships:</b>	C&T Coordinator, Crisis Team Leader, Support Workers, External Agencies, Outreach, Housing Support Workers

### **Organisation**

St Bartholomew's House helps people who are homeless or at risk of homelessness achieve positive life outcomes.

### **Our Values**

Our values are the guiding principles that drive and support our Mission. They shape the way we approach our work and provide the underlying framework for our decision making and the services and programs we offer.

#### ***Empowerment***

We create a community where everyone believes they have the ability to make a difference.

#### ***Innovation***

We foster an environment where creativity thrives.

#### ***Commitment***

We have the courage and determination to make it happen.

#### ***Collaboration***

We work together to achieve shared goals.

#### ***Social Justice***

We believe everyone has a right to equitable treatment, dignity and compassion.

## **Crisis & Transitional (C&T)**

St Bart's Crisis and Transitional program provides safe, supported accommodation options for single males, aged 18 years and over. The program empowers individuals to take control and make positive changes in their life, which will enable them to transition out of homelessness.

### **Position Description**

Case Managers within the Crisis and Transitional program provide effective case management, including assessment, planning, implementation, monitoring and review. Case Managers must be proactive and utilize a range of skills and strategies to engage clients and strengthen outcomes and the achievement of identified goals.

### **Job Criteria:**

- Minimum Diploma in community services or qualification in related subject
- Lesser formal qualifications with a minimum of 3 years experience of developing person centred support plans and goal setting
- Demonstrated experience working with disadvantaged people and understanding of issues related to homelessness, additional qualifications in mental health or drug/alcohol would be beneficial
- Demonstrated experience working collaboratively with other services/individuals to obtain outcomes for clients
- Willingness and ability to work within the organisations' values
- Capable of effectively using computer databases to document and manage client notes and plans
- Demonstrated experience managing own workload, including organisational skills and time management
- Knowledge of occupational health and safety regulations and practices and relevant standards and legislation
- Current valid WA Drivers Licence (Class C)
- Applied First Aid Certificate (with at least four months validity)
- Current police clearance certificate not more than three months old.

### **Example of key duties**

- Provide strengths based case management including a collaborative process of assessment, planning, facilitation and advocacy.
- Contribute to continuous improvement by identifying opportunities for improvement through client feedback and other mechanisms
- Contribute to workforce development by supporting and encouraging good practice in support workers
- Work effectively with clients with complex alcohol and/or other drugs issues
- Build strong relationships and liaise with external services including medical practitioners, government departments, and counselling to ensure unified support from multiple agencies.
- Report in the Specialist Homelessness Information Platform (SHIP) client management system
- Contribute to the development of results based accountability reporting mechanisms
- Communicate support plans to all team members and promote and support collaborative planning, action and knowledge sharing



- Identify relevant work health and safety (WHS), legal, ethical and duty of care considerations and incorporate in service delivery
- Review outcomes of client work with Coordinator and contribute to service planning and development

### Examples of skills required

- Knowledge of statutory requirements relevant to work
- knowledge of services and community supports available to clients
- Sound knowledge of principles of effective case management and Trauma informed provision of support
- Strong advocacy and representation skills
- Demonstrated skills in managing time, setting priorities, planning and organising.
- Ability to deal with challenging behaviour and conflict resolution through strong communication skills

### Other requirements

- Preparedness at times to work outside normal business hours, including weekends
- Understanding of community sector polices and services.

This document is an accurate statement of the job description of this position.

Signed: 

Print Name: JOHN BERGER

Chief Executive Officer – August 2017

### Employee Declaration

I have read and understood the content of this job description. I acknowledge that I am employed to fulfil this role. I understand that this job description details the skills and capabilities required for the role and that the duties listed are not exhaustive and are provided as examples only.

Signed: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_