

POSITION DESCRIPTION

Position Title	Case Manager	Position Number	59
Service Area	Reconnecting Lives		
Remuneration	Level 4	Position FTE	1.0 (38 hours per week)
Reporting to	Consumer Support Lead		
Supervision of	No supervisory responsibilities		
			Updated January 2022

Our Vision, Mission and Values

Our Vision

A community where everyone has a safe and secure place to call home.

Our Mission

To provide opportunities, pathways and care to vulnerable people who find themselves without a home.

Our Values

St Bart's aims to foster a culture that embraces our values and which reflects what we believe will deliver the best outcomes for our clients and services delivered.

The St Bart's Values form the basis of all employee behaviour. All employees of St Bart's are expected to demonstrate the Values when carrying out the duties of this position.

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.

Position Overview

The Case Manager engages with consumers to develop individual case plans which are person centred, strength's based and address identified needs and goals, works closely with stakeholders to coordinate holistic services and coordinates capacity building activities which support consumers to develop their independent living skills and prepare consumers to live independently in the community.

**We're by
your side.**



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The Case Manager employs a Housing Led approach to facilitate the search for and transition to longer term accommodation.

Key Responsibilities

- Ensure the collaborative development of Recovery Plans which are person centred and reflective of the consumers desired goals and outcomes.
- Utilise recovery and trauma informed principles to assist consumers to achieve their individual goals and outcomes including but not limited to independent living skills, community participation, personal choice and decision making whilst building upon on strengths, increasing resilience and improving physical and mental health and wellbeing.
- Facilitate the actions required for consumers to set up and maintain their new tenancy upon leaving St Bart's Supported/Transitional accommodation including utilities/furnishings etc.
- Facilitate steps to be taken by consumers whose accommodation is at risk to manage and maintain their accommodation including advocating on their behalf or engaging advocacy services.
- Facilitate actions required to explore and secure longer-term accommodation for those living in short-term accommodation or whose accommodation is not suitable.
- Coordinate community supports/services for consumers including liaising with external agencies such as health services, Non-Government Organisations and community groups.
- Identify the potential risks to safety surrounding individuals and put in place enhancing safety plans to manage those risks.
- Supervision of staff as required.
- Prepare and maintain appropriate records of information and a range of administrative tasks regarding consumer support, as required by St Bart's and within the specified timeframes.
- Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.

Additional Objectives for all St Bart's employees

- Ensure personal health and safety at work and that of others complying with all Occupational Health and Safety requirements and as directed by St Barts.
- Participate in the St Barts Immunisation Program in line with specific position requirements, including any applicable pre-employment and/or ongoing immunisation as determined by St Barts.
- Understand, comply with, and adhere to the St Barts Code of Conduct, all other policies, procedures and work practices, and complete all necessary OneVault requirements within set timeframes.
- Participate in, and contribute to, all St Barts Quality Improvement and Risk Management programs, to encourage and promote organisational performance and deliver better consumer outcomes.

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- Participate in and provide support in all accreditation, compliance and national standards activities as required.
- Participate in essential and/or mandatory training annually as required and directed.
- Have collaborative working relationships with the team and internal customers, and actively contribute to all team meetings and effectiveness of the team function.
- Perform other duties as directed.

Selection Criteria	
Education	
A tertiary qualification (minimum Cert IV) in Social Science, Community Services, Social Science, Social Work, Nursing or similar	Essential
Experience	
Significant demonstrated work experience relevant to the position	Essential
Experience of working with people experiencing mental health, AOD or other personal/social challenges	Essential
Lived experience or an understanding of mental health recovery, homelessness or other personal/social challenges or as family member/carer of people with a lived experience	Desirable
Knowledge, Skills and Abilities	
Knowledge and understanding of Wellness, Recovery and Trauma Informed Principles	Essential
Well-developed communication and interpersonal skills, with the ability to create rapport and build relationships with consumers, their carers, family and other networks while maintaining appropriate boundaries	Essential
Well developed assessment and planning skills	Essential
Ability to demonstrate genuineness, empathy, trustworthiness and flexibility	Essential
Ability to take initiative, problem solve and work autonomously when required	Essential
Computer literacy, and ability to use MS Office Suite	Essential
Other	
A current satisfactory National Police Clearance obtained within the last three months	Essential
Current First Aid Certificate	Essential
A current WA "C" Class Drivers Licence	Essential

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Declaration

I accept the responsibilities as outlined in this position description, and understand that these may be updated from time to time in accordance with operational and organisational requirements. I commit to role modelling St Bart's values and commit to the Code of Conduct while undertaking my duties.

Name _____ **Signature** _____ **Date** _____