

## POSITION DESCRIPTION

<b>Position Title</b>	Case Manager	<b>Position Number</b>	162
<b>Service Area</b>	Homeless Services -Independent Living Program		
<b>Remuneration</b>	Level 4	<b>Position FTE</b>	0.8
<b>Reporting To</b>	Outreach Coordinator		
<b>Supervision of</b>	No direct supervisory requirements		
			Updated August 2023

### 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 works in the Independent Living Program (ILP) providing case management and personalised support to consumers experiencing mental health challenges on their recovery journey to manage their mental health and develop skills required to sustain and maintain their own homes. The Case Manager engages with consumers to develop individual recovery plans that are person centred, address identified needs and goals, as well as work closely with stakeholders assisting consumers in developing their independent living skills and supporting them to live in the community.

**We're by  
your side.**



## Key Responsibilities

- Coordinate community supports and services for consumers including liaising with external agencies such as health services, non-government organisations and community groups.
- Utilise recovery and trauma informed principles to assist consumers to achieve their individual goals and outcomes including independent living skills, community participation, personal choice and decision making whilst building upon strengths, increasing resilience and improving physical and mental health and wellbeing.
- Assess the needs of the consumer and develop recovery plans which are person centred and reflective of the consumers desired goals.
- Facilitate the actions required for consumers to set up and maintain their new tenancy, or whose current accommodation is at risk. Assist in managing and maintaining accommodation including advocating on their behalf or engaging advocacy services.
- Advocate for consumers on matters which affect their ability to sustain and maintain their tenancies and work closely with St Bart's Tenancy Officer's to identify any concerns early.
- Support consumers to access additional support such as NDIS or home care.
- Prepare and maintain appropriate records of information and a range of administrative tasks regarding consumer support, as required by St Bart's for reporting mechanisms.

## Additional Objectives for all St Bart's employees

- Ensure personal health and safety at work and that of others complying with all Workplace Health and Safety requirements and as directed by St Bart's.
- Participate in the St Bart's 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 Bart's Code of Conduct, all other policies, procedures and work practices, and complete all necessary OneVault (learning management system) requirements within set timeframes.
- Participate in, and contribute to, all St Bart's Quality Improvement and Risk Management programs, to encourage and promote organisational performance and deliver better consumer outcomes.
- Participate in and provide support in all accreditations, 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.

## Selection Criteria

### Education

Tertiary qualification in Community Services, Mental Health or related discipline (minimum Cert IV)	Essential
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### Experience

Significant demonstrated work experience as a Case Manager or Support	Essential
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# St Bart's

Worker role	
Experience and demonstrated ability to effectively engage with clients' with complex and inter-related needs including mental health recovery and alcohol and other drug concerns	Essential
Knowledge/experience of tenancy issues such as property conditions, hoarding, neighbour relations	Desirable
<b>Knowledge, Skills and Abilities</b>	
Well-developed assessment and planning skills and ability to demonstrate genuineness, empathy, trustworthiness, and flexibility	Essential
Knowledge and understanding of wellness, recovery and trauma informed principles	Essential
Ability to take initiative, problem solve and work autonomously when required	Essential
Ability to self-reflect, adapt to change and support others during these times	Essential
Highly developed communication and interpersonal skills strongly focused on creating rapport with consumers and their carers / families and effective networks while maintaining appropriate boundaries.	Essential
Working knowledge of IT systems and MS Office suite	Essential
<b>Other</b>	
A current satisfactory National Police Clearance obtained within the last three months	Essential
Current Australian Passport or current valid Working Visa permitting all necessary requirements to legally work in Australia	Essential
Current First Aid Certificate	Essential
A current WA "C" Class Drivers Licence	Essential

## 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** \_\_\_\_\_