

Position Description

Position Title	<i>Case Coordinator</i>
Department:	<i>Client Services</i>
Reports to:	Manager, Client Services

Purpose of the Position

To provide specialist expertise within the Client Services Function and more broadly across Housing Choices Australia as appropriate.

Reporting to the Manager, Client Services, the Case Coordinator works as part of the Common Ground Support team to identify and assess disadvantaged and vulnerable people who are ready to embrace progressive change. A Case Coordinator assists in linking housing to a range of unique support services, networks and self-improvement opportunities that will help people re-build their lives and transition to long term housing. To achieve this, a range of health, social, creative and skills development programs are developed and delivered to assist in solving homelessness and achieving tenants' personal goals.

Case Coordinators are required to deliver face to face services to their clients as well as to coordinate the delivery of services through partner agencies that contribute to the needs and goals of the client case plan.

This role is required to work across the areas of intake and assessment, case management, high needs support and day to day living skills support and may take on a specific area of work dependent on the needs and demands provided by the overall client load.

Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- **We put people first**
- **We work together**
- **We trust and are trusted**
- **We learn and adapt**
- **We strive to be better**

Specific Responsibilities

- Actively contribute to creating a high performing and collaborative team
- Develop solutions and deliver outcomes that reflect HCA's values, priorities and policies
- Contribute to the development and implementation of best practice of the Client Services function.
- Develop effective internal relationships and collaborations to progress HCA's strategic agenda and outcomes for residents.
- Accountable to the Manager, Client Services for applying unique and innovative services to consumers that assist in reducing homelessness.
- Responsible to the management and staff of Housing Choices SA for engendering an environment of mutual respect and trust.
- Responsible to the Manager, Client Services for engagement in clinical supervision and adhering with the Common Ground and Support Delivery Policy and Guidelines

Viability

- In consultation with the Manager, Client Services and State Manager develop submissions for programs/projects that engender partnerships that contribute to achieving financial independence for Common Ground.

Consumers

- Develop flexible, client-centred health, social, creative and skills based programs and activities for consumers that enable them to break free of the cycles of disadvantage and dependence and re-integrate them into the community.
- Work closely with the Manager, Client Services to ensure programs offered and administered assist in achieving strategic objectives and individual goals.
- Assess consumers on the basis of low, medium or high support needs and develop plans or organise activities to address housing, health, occupational and social needs, consulting with the Manager, Client Services, on consumer health issues and referrals.
- Develop partnerships and encourage co-operative working relationships with agencies that deliver health, social and occupational needs.
- Ensure well-being standards are always at the forefront of consumer referrals, activities and programs developed.

Internal Processes

- Maintain confidential, accurate, organised case notes and files on each consumer.
- Work closely with the Manager, Client Services to develop, implement and review consumer needs, programs and plans.
- Maintain information systems on resources accessed for consumers; regularly review for efficiency and relevance and report to the Manager, Client Services.
- Participate in the identification of risks to consumers, programs and activities and work with the Manager, Client Services to facilitate mitigation strategies.
- Record all activities/programs delivered incorporating participation rates and consumer outcomes.
- Adhere to and comply with Housing Choices SA policies and procedures.

People and Learning

- Ensure the Manager, Client Services and office staff are always apprised of meetings with consumers and movements outside of the office.
- Regularly consult with the Manager, Client Services on the health and welfare of allocated consumers and seek advice on appropriate referrals.
- Undertake training and development to ensure service provided places Common Ground Program as the recognised leader in providing innovative solutions to solve homelessness.
- Regularly assess own performance and work with the Manager, Client Services to enhance skills.

You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes

- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance
- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety
Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation and all mandatory reporting obligations to third parties and independent bodies, including but not limited to child abuse reporting and public officer reporting under the Independent Commissioner Against Corruption (ICAC) Act 2012.

Key Relationships

- **Internal** – General Manager Housing Services SA, Manager Customer and Community Relations, Housing Services Manager, HCSA Operations Managers and their teams, Catherine House Leadership Group and their teams, HCA Finance, People and Culture, Marketing and Communications
- **External** – South Australian Housing Authority, SAHA Contract Manager, SA Homelessness Alliances and homelessness sector, SAPOL, SA Ambulance Service, Australia and New Zealand Common Ground Community of Practice

Selection Attributes

Knowledge and Qualifications

- A degree or qualification in Social Work, Mental Health or Community Services, or other relevant qualification, or equivalent experience in intensive case management.
- Capacity to support change and innovation and deliver creative and leading practice solutions

Experience

- Proven experience and successful track record in a comparable role or discipline(s) in the public/community, private housing sector or transferable sector
- Experience in and understanding of, outreach service provision in health and community services.
- Proven experience and ability to link programs and activities that assist in getting people out of dependency and into self-sufficiency and break free from disadvantage and dependence on social services.
- Experience in Intensive Case Management.

Skills

- Knowledge of chronic health issues related to people experiencing homelessness including alcohol and other drug addiction and misuse.
- Knowledge of the broader human services network in South Australia.
- Some knowledge of funding sources and experience writing submissions that assist in gaining funding for specific and targeted projects/programs.
- Demonstrated empathy and the ability to sensitively build confidential and constructive relationships with a diverse range of people.
- Ability to assess individual client needs and organise referrals or relevant activities.
- Flexibility and the ability to respond to changing priorities.
- Proven ability to work autonomously and work under pressure to meet deadlines.
- Demonstrated ability to apply sound judgement under pressure and difficult situations.
- Ability to build trust and rapport, share knowledge and skills to promote and maintain good working relationships with colleagues.
- Creativity and the ability to develop new ideas/concepts in program development
- Highly developed written and oral communication skills

- Strong interpersonal skills.
- Well-developed conceptual, analytical and problem-solving skills
- Ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

Other Requirements

- Willingness to undertake all relevant screening and employment checks as applicable for the position and/or as required by HCA
- Given consent for this information to be shared with the South Australian Housing Trust (South Australia staff specific)
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background
- Current driver's license and willingness to travel across HCA sites and interstate as required.
- Agreed to comply with Child Safe Environments policies and procedures

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

Job Holder _____

Date _____