



Working together, giving hope to
prevent and end homelessness



Integrity | Respect | Trust |
Collaborative | Courageous | Creative

JOB DESCRIPTION

TITLE OF POSITION	Divert Case Manager & Access Workers
CLASSIFICATION LEVEL	Lutheran Care Level 4
PROGRAM	Toward Home Homelessness Alliance

OVERVIEW

Lutheran Care provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter and refugee services. LC is committed to reducing barriers and encouraging inclusion and participation in the community of people with a disability, people of all ages, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

In 2020, The South Australian Housing Authority (SAHA) announced significant reforms within the homelessness sector. In response to these reforms, the Toward Home Alliance was formed comprising of **Aboriginal Community Services, Baptist Care SA, Lutheran Care, Mission Australia, Sonder, and The Salvation Army.**

Guided by a united vision of **Ending Homelessness** through services which are bold and transformative, the Toward Home Alliance is committed to ensuring:

- The 'Lived Experience' which guides and informs all that we do,
- Collaborative Person led service,
- Working towards ensuring the experience of homelessness as short and non-reoccurring,
- Culturally appropriate,
- Accessible and responsive,
- Integration of service delivery and supports,
- Professional and quality service provision,
- Continual evaluation and review, ensuring Continuous Quality Improvement and
- A committed workforce who share the vision of the Toward Home Alliance.

Toward Home Alliance in collaboration with the South Australian Housing Authority (SAHA) has identified a need for transformational change in the way services support people affected by homelessness and have adopted an Alliance model to deliver a 'whole system' approach to achieving the objective of ending homelessness and recognises that every position within the Toward Home Alliance has a vital role to play in eliminating homelessness.

ROLE SUMMARY

The Toward Home Divert Case Manager is responsible for supporting those who are 'first time' in the homelessness system, including those who are about to become homeless, or returning to the homelessness system after a period of 12 months or more. The Divert Case Manager will address the immediate housing crisis, assist to secure emergency housing and provide crisis support through client centred case plan development to those who are referred by Access Workers. The Divert Case Manager will liaise with Alliance partners for those clients who require access to allied health supports and identify long term housing through relentless advocacy and practice support to ensure accommodation is sustainable and supportive.

All Divert staff will also assist with Access (Front Door/Intake) on a regular rotational basis and will form part of a mobile workforce, working from various sites across the city and southern Adelaide service delivery region, including Mt Barker.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Toward Home Divert Case Manager reports to the Team Leader and works closely with all Toward Home Services streams.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
Lutheran Care Culture	<ul style="list-style-type: none"> • Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with Professional Codes of Conduct
Teamwork	<ul style="list-style-type: none"> • Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Work collaboratively with all Toward Home Alliance partners and services to ensure best outcomes for clients. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the operations manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Report to the direct line manager/supervisor as required. • Attend peer support and individual supervision as required
Work Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety Guidelines.
Resource Management	<ul style="list-style-type: none"> • Monitor financial reports, expenditure and budget to meet budgetary requirements. • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in Lutheran Care. • Attend training and professional development as required

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
<p>Client Centred Support</p>	<ul style="list-style-type: none"> • Responsive engagement with clients accessing the Toward Home Divert services • Provide client led case management, ensuring appropriate interventions are allocated for each client which includes support, referral, advice and advocacy. • Work towards 'rapid rehousing' for clients who are entering homelessness for the first time. • Assist families and individuals to address presenting issues impacting on secure housing, such as mental illness, substance use, physical health and life skills. • Build relationships with clients and collaborate with them to achieve their goals. • Enter accurate data into the case management and data collection system/s to support and reflect client outcomes. • Ensure accurate, confidential and meaningful records on clients are appropriately kept within the data system, within nominated timeframes. • Work within a client centered, trauma informed Case Management framework which will focus on client led needs and goals and will assist with the development of flexible strategies to promote positive outcomes. • Assist clients with the development of their own Individual Support Plans to achieve desired outcomes. • Identification of appropriate referral pathways, with either Alliance partners or 'tier' partners • Work collaboratively with other direct support staff, family and external service providers, advocating for access and rights as needed. • Participate in Toward Home Alliance internal and follow up meetings. • Attend team meetings, peer supervision and individual supervision sessions.
<p>Flexible Work Environments</p>	<ul style="list-style-type: none"> • Work within various Lutheran Care or Alliance Partnership sites located across the southern and CBD regions, • Use digital technology to build electronic and accessible client profiles to ensure the client tells their story once and service responses are built around their identified needs which are linked to the clients VI SPDAT profile and entered into the data system for continuous and regular support planning. • Meet the clients 'where they are at' to reduce the impact of compounded disadvantage for those who experiencing trauma. • Support the Toward Home phone and in person triage service which will be located across the southern and CBD regions, within LC sites or Alliance partners locations when required (on a roster basis)

SELECTION CRITERIA

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Relevant degree/qualifications or specialist skills and expertise to perform at this level. Qualifications in Community Services, Social Work, Psychology or similar will be highly regarded.
- Advanced skills in case management, assessment and referral.
- Strong skills in time management, setting priorities, planning and organising own work to achieve specified objectives.
- Knowledge and experience of homelessness services, including the impact of past government policies on First Nations people.
- Knowledge and understanding of the issues facing those experiencing homelessness.
- High level of interpersonal skills in dealing with the public and other organisations.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Ability to work independently and demonstrate initiative.
- Strong team work focus.
- Competence in using a personal computer, internet and electronic communications.
- Client led case management and trauma informed practice
- Understanding of the rapid rehousing and housing first models
- Understanding of the emotional impact of emergency / crisis accommodation support for children and young people.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL:

- A sound knowledge of the effects of trauma and abuse in relation to homelessness.
- Trained in the use of VISPDAT (training will be provided)
- Experience working with people from culturally and Linguistically Diverse (CALD) and Indigenous backgrounds.
- Knowledge and understanding of domestic and family violence and its impact on families and individuals
- Safety planning experience.
- Understanding of the H2H data base

SPECIAL CONDITIONS

The successful applicant will be required to hold and maintain a satisfactory SA Department of Human Services Working With Children Check whilst employed.

Further conditions of employment are as follows:

- Have the flexibility to work from various Alliance worksites and occasional evenings and weekends if required
- Undertake some intra-state and interstate travel
- Hold a current Safe Environments for Children & Young People certificate
- Hold a current South Australian Driver's Licence
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel).

Employee: _____

Witness: _____

Date: _____

JOB DESCRIPTION

TITLE OF POSITION	Toward Home Access Worker (Front Door)
CLASSIFICATION LEVEL	Lutheran Care Level 4
PROGRAM	Toward Home Homelessness Alliance

OVERVIEW

Lutheran Care provides community services on behalf of the Lutheran Church in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter and refugee services. LC is committed to reducing barriers and encouraging inclusion and participation in the community of people with a disability, people of all ages, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

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Guided by a united vision of **Ending Homelessness** through services which are bold and transformative, the Toward Home Alliance is committed to ensuring:

- The 'Lived Experience' which guides and informs all that we do,
- Collaborative Person led service,
- Working towards ensuring the experience of homelessness as short and non-reoccurring,
- Culturally appropriate,
- Accessible and responsive,
- Integration of service delivery and supports,
- Professional and quality service provision,
- Continual evaluation and review, ensuring Continuous Quality Improvement and
- A committed workforce who share the vision of the Toward Home Alliance.

Toward Home Alliance in collaboration with the South Australian Housing Authority (SAHA) has identified a need for transformational change in the way services support people affected by homelessness and have adopted an Alliance model to deliver a 'whole system' approach to achieving the objective of ending homelessness and recognises that every position within the Toward Home Alliance has a vital role to play in eliminating homelessness.

ROLE SUMMARY

The Toward Home Access Worker is responsible for providing a single system entry into the homelessness service system. The workers will provide access, assessment, prioritisation, matching and referral via phone or in person. The Access Worker will work across the alliance partners via outreach and fixed locations through the use of accessible technology. The Access Worker will also assist client's ease of access through set up of temporary locations when hotspots are identified.

Working closely with all Alliance partners the Access Worker will be the first point of contact for new and existing clients into the homelessness support services and will use the VI SPDAT Tool to assess clients presenting needs and commence the development of case plans and referral pathways that best support clients.

This position will work on a rotating roster basis within the Access team, providing outreach support to clients in the City, South and Mt Barker locations, these locations will be negotiated with teams prior to establishment of 'base roster'.

This position also allows for potential workplace flexibility to ensure the best outcomes for clients and supporting staff to fulfil their obligations for the Access service of the Toward Home Alliance.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Toward Home Access Worker reports to the Team Leader and works closely with all Toward Home Services streams.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
Lutheran Care Culture	<ul style="list-style-type: none"> • Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with Professional Codes of Conduct
Teamwork	<ul style="list-style-type: none"> • Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Work collaboratively with all Toward Home Alliance partners and services to ensure best outcomes for clients. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the operations manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Report to the direct line manager/supervisor as required. • Attend peer support and individual supervision as required
Work Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety Guidelines.
Resource Management	<ul style="list-style-type: none"> • Monitor financial reports, expenditure and budget to meet budgetary requirements. • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in Lutheran Care. • Attend training and professional development as required

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
<p>Intake & Assessment; <i>first point of contact for new and existing clients into the Toward Home Homelessness services</i></p>	<ul style="list-style-type: none"> • Responsive engagement with clients accessing the Toward Home Access services • Provide case work through development of VI SPDAT tool to ensure appropriate interventions are allocated for each client which includes assessment, referral, advice and advocacy. • Assist families and individuals who are homeless or about to become homeless, to obtain adequate accommodation through the provision of housing information, direct financial assistance where appropriate or targeted referral within the service systems. • Provide a 'one stop shop' or 'entry point' of Toward Home which provides immediate response to clients requiring housing and support assistance. • Actively contribute to and maintain an intake environment and telephone service that is positive, safe and welcoming, child and family friendly. • Participate in Toward Home Alliance internal assessment and follow up meetings. • Attend team meetings, peer supervision and individual supervision sessions • Work on a rostered basis for access (intake) calls and drop in supports, this will include within Lutheran Care office locations, co-located with Alliance partners and flexible locations as required (Southern, CBD and Mt Barker)
<p>Client Centred Referral Pathways</p>	<ul style="list-style-type: none"> • Undertake crisis intervention and assessment of presenting clients whether in person or on the phone. • Ensure accurate, confidential and meaningful records on clients are appropriately kept within the data system. • Work in a client centered Case Management framework which will focus on the client's needs and goals and will assist with the development of flexible strategies in order to promote positive outcomes. • Assist clients with the development of their own Individual Support Plans to achieve desired outcomes. • Identification of appropriate referral pathways, with either Alliance partners or 'tier' partners • Responsive and appropriate approaches to working with children and young people experiencing homelessness • Communicate effectively and respectfully with applicants undergoing intake and assessment.
<p>Flexible Work environments</p>	<ul style="list-style-type: none"> • Work within a phone triage and in-person service which will be located across the southern and CBD regions, within LC sites or Alliance partner locations • Establish temporary locations in identified 'hot spots' as directed by the Team Leader/Manager

	<ul style="list-style-type: none"> • Use of digital technology to build electronic and accessible client profiles to ensure the client tells their story once and service responses are built around their identified needs which are linked to the clients VI SPDAT profile and entered into the data system • Work collaboratively with a range of positions in the alliance to deliver the highest quality housing services.
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SELECTION CRITERIA

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- Relevant degree/qualifications or specialist skills and expertise to perform at this level. Qualifications in Community Services, Social Work, Psychology or similar will be highly regarded.
- Advanced skills in case management, assessment and referral.
- Strong skills in time management, setting priorities, planning and organising own work to achieve specified objectives.
- Knowledge and experience of homelessness services, including the impact of past government policies on First Nations people.
- Knowledge and understanding of the issues facing those experiencing homelessness.
- High level of interpersonal skills in dealing with the public and other organisations.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Ability to work independently and demonstrate initiative.
- Strong team work focus.
- Competence in using a personal computer, internet and electronic communications.
- Client led case management and trauma informed practice
- Understanding of the rapid rehousing and housing first models
- Understanding of the emotional impact of emergency / crisis accommodation support for children and young people.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL:

- A sound knowledge of the effects of trauma and abuse in relation to homelessness.
- Trained in the use of VISPDAT (training will be provided)
- Experience working with people from Culturally and Linguistically Diverse (CALD) and Indigenous backgrounds.
- Understanding of the H2H data base.

SPECIAL CONDITIONS

The successful applicant will be required to hold and maintain a satisfactory SA Department of Human Services Working With Children Check whilst employed.

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- Undertake some intra-state and interstate travel
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- Hold a current South Australian Driver's Licence
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel).

Employee: _____

Witness: _____

Date: _____