

JOB DESCRIPTION

TITLE OF POSITION	Divert Case Manager
CLASSIFICATION LEVEL	Lutheran Care Level 4
PROGRAM	Toward Home Homelessness Services

OVERVIEW

Lutheran Care provides community services 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 disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

In 2020, The South Australian Housing Authority (SAHA) announced significant reforms within the homelessness sector. In response to these reforms, the Toward Home Alliance (THA) was formed comprising of **Aboriginal Family Support Services, Baptist Care SA, Hutt Street Centre, 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 Divert Case Manager plays a crucial role in supporting individuals who are/or at risk of entering the homelessness system for the first time, or returning after a period of 12 months or more. The primary focus of the Divert Case Manager is to address the immediate housing crisis, secure emergency housing, and provide crisis support through client-centred case plan development.

The Divert Case Manager assists individuals referred to them by creating individual case plans that address their immediate needs and ensure they receive the necessary crisis support. The Case Manager collaborates with Alliance partners to connect clients with allied health supports when required and advocates to identify long-term housing solutions that are sustainable and supportive.

Working across various Alliance and outreach sites, you will provide services to the Adelaide, Inner and Outer South, City and Hills regions

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Divert Case Manager reports to the Operations Manager-Divert and works closely with Senior Practitioner and all partnering Toward Home Service streams.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	• Model ethical behaviour and practice consistent with the Christian ethos of LC 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	• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the program 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 supervisor as required.
Work Health and Safety	• 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	• 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	• Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Case Management	• Divert Case Management service provision, processes and workflows are detailed in the Divert Operations Manual and should be adhered as a best practice case management framework. • Communicate effectively to engage and establish rapport with clients to achieve their goals through responsive and timely engagement. • Ensure and maintain privacy and confidentiality for all clients. • Provide high quality, client centred, strengths-based services to clients using a trauma informed and culturally responsive practice approach • Provide case management, ensuring appropriate interventions are allocated for each client which includes support, referral, advice and advocacy. • Assist clients with the development of their own Individual Support Plans to achieve desired outcomes. • Work towards appropriate housing outcomes for eligible clients • Provide information and support to connect families and individuals with appropriate referral pathways to address issues impacting on secure housing, such as mental illness, substance use, physical health and life skills. • Ensure accurate information, including but not limited to comprehensive professional case notes, are finalised within allocated timeframes on the relevant database/s including H2H. • Actively participate in THA and LC teams by contributing to collaborative working relationships, team initiatives and professional development • Attend Alliance and team meetings, reflective supervision and individual supervision sessions as requested. • Work within THA and LC service delivery policies, procedures, principles and practices. • In collaboration with your line manager, manage a caseload, assessing and prioritising appropriate responses to clients, including those that demonstrate multiple and complex needs. • Work collaboratively with a diverse range of people with multiple and complex needs. • Manage a caseload, dependent on factors such as level of service required and complexity of need. • Engage in monthly 1:1 supervision with direct manager to cultivate wellbeing, enhance case management practices and identify strengths and focus areas.

	• Actively participate in team meetings and group supervision sessions as directed • Engage in identified upskilling, capability and capacity building initiatives, such as online training
Work Environments	• 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 Australian Homelessness Vulnerability Triage Tool (AHVTT) (previously known as 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

PERSON SPECIFICATION

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.
- Demonstrated skills in person centred case management, assessment and referral within a trauma informed practice lens.
- 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 people experiencing homelessness.
- Understanding of the rapid rehousing and housing first models
- Understanding of the emotional impact of emergency / crisis accommodation support for children and young people
- High level of interpersonal skills in dealing with clients, colleagues and stakeholders.
- Ability to communicate effectively in both oral and written communications and work with a diverse range of people.
- Ability to work independently and demonstrate initiative.
- Proven ability to operate within a continuous improvement framework
- Strong team work focus.
- Competence in using databases, video conferencing and the Microsoft suite of programs.

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 Australian Homelessness Vulnerability Triage Tool (AHVTT) (previously known as VI-SPDAT)
- 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

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory NDIS Worker Check
- A current and satisfactory National Criminal History Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region and/or interstate as required
- Availability for some out of ours work, including overnight stays as required
- Safe Environments for Children and Young People certification

ACKNOWLEDGEMENT:

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee: _____ Witness: _____ Date: _____