South East Community Links

EVERY PERSON COUNTS EVERY SYSTEM FAIR

ACHIEVING BETTER SOCIAL AND ECONOMIC OUTCOMES FOR PEOPLE IN OUR COMMUNITY

Position Description: Case Worker- Case Management

Terms of Employment: Ongoing

Hours: Full time

Reporting to: Manager Youth and Resettlement, Manager Dandenong site

Position supervises: Students and volunteers

Location: Dandenong

Award Classification: Employment in accordance with the SCHADS Award.

The total salary package includes 9.5% super and salary packaging (while allowed under tax law and without incurring any Fringe Benefit tax liability).

Position Purpose: This position will be responsible for delivering high quality, flexible and responsive services within our new service delivery framework, the Bridge, to achieve maximum impact for individuals and families living in the South East of Melbourne

South East Community Links South East Community Links operates in one of Melbourne’s highest multicultural areas. A core aim of our organisation is to promote cultural diversity and inclusion. This includes working to reduce narrow stereotypes and discrimination as well as working to promote and advocate for equality and opportunities for all.

SECL delivers a wide range of services to meet the needs of people in our community including emergency relief, case work, housing support, youth and family services, financial counselling and resettlement services for refugees and asylum seekers.

Our service model will ensure people in our community are provided integrated services, linking services to participant needs. As disadvantage has many root causes, only an integrated understanding of these causes can support people to achieve their social and economic goals. In turn these achievements contribute to economic and social development in our community.

Position context Core requirements for this role are highly developed skills in assessment, engagement, and case management. Service delivery will be high quality, responsive, flexible and tailored to the unique needs of individuals, families and communities, particularly individuals and families at risk of or experiencing homelessness.

SECL places a high value on integrated service delivery, where collaboration with other staff and programs ensures best outcomes for our individual participants and communities. A demonstrated ability, and willingness, to work closely with other staff for the benefit of participants will be critical in this role.

This role also consists of working in and contributing to the development and integration of the Bridge framework across SECL. The Bridge is an internationally recognized framework for empowering participants to social and economic mobility through integrated service delivery and coaching techniques.

This role requires IT skills to ensure service and participant data/information is recorded accurately and in a time efficient manner. An ability to identify service trends, and emerging needs, through front line service delivery is also a requirement. This role focusses on the achievement of outcomes for participants and communities rather than activities.

Time management, flexibility and a strong ability to prioritize in a fast paced environment are critical skills in this role. SECL operates in a changing environment that will require timely responses to emerging social and economic trends impacting on our participant community, and the Bridge will require ongoing improvements as the Bridge model is integrated across SECL. An ability to manage oneself in times of change and uncertainty is essential.

Key Stakeholders

* Participants
* SECL Community
* SECL Management Team
* Service partners and referral networks
* SECL CEO and Executive
* Regional representative organisations
* Peak organisations

**Capabilities**

Managing, leading and developing others.

* Support skill and knowledge development in others
* Models ethical leadership amongst peers and participant community
* Takes responsibility for own actions and performance
* Demonstrates a commitment to best practice approaches and reflective practice
* Shares information and knowledge
* Embraces change
* Willingness and capability to deliver information and transfer skills to groups of staff, students and volunteers

Provides high quality participant responses

* Ability to deliver ‘end to end’ service delivery
* Ability to undertake comprehensive need assessments for individual participants, families and communities
* Ability to deliver high quality, responsive and flexible service responses to meet the individual needs of participants and communities
* Holds IT capability to comply with data reporting and sufficient knowledge to identify themes in front line services delivery, processes and systems, and to monitor and evaluate front line experience and emerging trends
* Experience in identifying , reporting and preventing service risks, including an ability to respond to, and seek appropriate support to recover from a crisis or critical incident
* Ability to contribute to the development and integration of the Bridge framework
* Experienced working in integrated service delivery models, familiarity with performing in multidisciplinary teams, and can contribute to better outcomes for participants
* Collaborative, encouraging, accommodating

Participant outcomes

* Ability to turn service activity into participant outcomes
* Ability to ensure participant data is accurate, meaningful and provides impactful information to promote holistic outcomes
* Ability to advocate effectively for participants and communities within service systems
* Willingness to develop capability in participant outcome measurement
* Committed to the development of best practice approaches for participant outcomes

Communication

* Ability to deliver effective and meaningful communication among participant community, students and volunteers
* Strong ability to engage with individual participants, families and communities

**Transformation Capabilities**

South East Community Links’ capability framework emphasises several transformation capabilities singling desire areas of increased organisational capability in the future. The important transformation capabilities focused on in this role are;

* Evidence-based practice – embeds evidence-based methods and procedures into all aspects of their work
* Partnerships – engages with out service network partners and the community that depend on SECL to carry out its purpose
* Volunteer and student strategies implemented, maximising contributions to SECL’s front line service delivery

Responsibilities

1. Provide high quality case work support to clients engaged in a number of programs including housing.
2. Front line service delivery targets and objectives met with a focus on appropriate and sustainable outcomes for participants and communities
3. Participant and service data reporting completed with accuracy, efficiency and within prescribed timelines
4. Contribute to continuous improvement of front line service delivery systems and processes
5. Contribute to advocacy strategies and evidence bases through recording, identifying and reporting emerging trends and unmet needs within front line service delivery
6. Contribute to the achievement of SECL’s Strategic Plan through organisational participation, enthusiasm for change projects and active support for service integration across programs and teams

KPI’s will be negotiated with the successful application.

**Qualifications**

A relevant tertiary qualification, and 3 years experience in case management or similar, is required for this role, preferably in the field of social work, social sciences, or community services.

**Selection Criteria**

Essential

* Three years professional experience in a similar role.
* Exceptional interpersonal skills with demonstrated experience, skills and knowledge to establish and maintain effective working relationships with a diverse range of people and communities
* Advanced skills in stakeholder engagement and management
* Experience working in consortia and partnership models of service delivery and multi disciplinary teams
* Experience working systemically with individual participants, families and communities to achieve social and economic mobility, including deep knowledge of primary intervention and prevention strategies and frameworks.
* Commitment to supporting students and volunteers in their front line service delivery work, and developing their skills.
* Satisfactory completion of a National Police check, a Working with Children check, and a current Victorian Drivers License.

Desirable:

* Experience in and contemporary knowledge of government policy in respect to support services for individuals and families related to housing.

Other Information

1. A probationary period of six months applies to this position.
2. This position is supported by the SCHADS Award.
3. The incumbent will be required to support SECL policies and procedures.

August 2019