

# Position Description

<b>Title:</b>	Senior Tenancy Plus Case Manager
<b>Business Unit:</b>	Resilient Communities
<b>Location:</b>	Ringwood
<b>Employment type:</b>	Part Time
<b>Reports to:</b>	Coordinator

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## About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

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## Position purpose

This position is responsible for providing leadership and supervision, as well as case management and direct client work.

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## Scope

**Budget:** *nil*

**People:** *nil*

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## Relationships

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|------------------|---|
| <b>Internal:</b> | <ul style="list-style-type: none"><li>• Uniting staff and volunteers</li><li>• Program management</li></ul>   |
| <b>External</b>  | <ul style="list-style-type: none"><li>• Consumers and their families, carers and/or advocates</li><li>• Government departments and other funding bodies</li><li>• Key partners and community services network</li></ul> |

# Position description

## Senior Tenancy Plus Case Manager



### Key responsibility areas

- Service delivery**
- Provide a range of high quality emergency relief services based on individual client circumstances
  - Ensure accessibility for clients from CALD backgrounds through the use of interpreter services, and where available, translated information
  - Demonstrate empathy and resilience
  - Demonstrate a shared commitment to ongoing health and safety improvement
  - Ensure the duty of care is undertaken in a professional manner with due regard to relevant Wesley and DHHS policies and procedures
  - Maintain a high standard of supportive and therapeutic care to meet the physical, emotional and social needs of clients
  - Work with the Coordinator to implement innovation and continuous improvement in service delivery
  - Assist with the management and distribution of material aid items and donations
- Teamwork**
- Develop and maintain effective relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government officials
  - Work effectively as a member of a team, ensuring all levels of the organisation are consulted as needed
  - Understand relevant stakeholder relationship and the importance of these to the organization.
  - Assist with building and maintaining professional positive stakeholder relationship
- Communication**
- Maintain comprehensive professional case files and client records, including data collection according to program requirements
  - Articulate clear and persuasive messages about key issues when working with clients
- Continuous Improvements**
- Identify opportunities for improvement to services provided and recommend changes to procedures and standards that impact beyond own team
  - Take action to promote or implement new ideas and encourage others to do so
  - Work with the Coordinator to implement innovation and continuous improvement in service delivery
- Personal accountability**
- Comply with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
  - Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
  - Ensure appropriate use of resources.
  - Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
  - Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
  - Identify opportunities to integrate and work collaboratively across teams.
  - Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
  - Promote a positive safety culture by contributing to health and safety consultation and communication.
  - Promptly respond to and report health and safety hazards, incidents and near misses to line management
  - Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position

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## Senior Tenancy Plus Case Manager



### Person specification

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|--------------------------------|---|
| <b>Qualifications</b>          | <ul style="list-style-type: none"><li>• Essential: Diploma of Community Services, Welfare or related discipline</li><li>• Essential: Current valid drivers licence</li><li>• Desirable: Tertiary qualification in Social Work, Community Services or related discipline</li></ul>   |
| <b>Experience</b>              | <ul style="list-style-type: none"><li>• Experience in case management and crisis intervention.</li><li>• Minimum 1 year of supervisor / team leader experience</li><li>• Preferred: Understanding of the Residential Tenancies Act</li></ul>  |
| <b>Core selection criteria</b> | <ul style="list-style-type: none"><li>• <b>Values alignment:</b> ability to demonstrate and authentically promote Uniting's values</li><li>• <b>Teamwork:</b> willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment</li><li>• <b>Achieves results:</b> Focused on optimal outcomes for children and young people</li><li>• <b>Professionalism:</b> Execute day-to-day activities in a positive, friendly and enthusiastic manner.</li><li>• <b>Culturally Aware:</b> Value diversity as a strength and positively utilise diversity</li><li>• <b>Client Focused:</b> Prioritise needs of clients</li><li>• <b>Communication:</b> Clear communication skills</li></ul> |

### We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

#### Employee

#### Manager

Name:

Signature:

Date:
