

# Position Description



YWCA CANBERRA

Position Information	
<b>Position</b>	Family Case Manager
<b>Date approved</b>	January 2019
<b>Program</b>	Housing Support Unit
<b>Supervisor</b>	Housing Support Unit Manager
<b>Location</b>	Central Office
<b>Hours of work</b>	30 - 38 hours per week

## General Conditions of Employment

- YWCA Canberra Enterprise Agreement 2014 – 2017.
- Appointment is subject to obtaining and maintaining a satisfactory Working With Vulnerable People check (at own cost).
- Appointment is subject to maintaining satisfactory working rights in Australia.
- All YWCA Canberra policies and procedures will apply.
- Subject to a 6 month probation period

## Position Statement

YWCA Canberra has been managing homelessness services for families since 1996. The Housing Support Unit (HSU) provides supported accommodation services on behalf of the ACT Government and is a registered community housing provider. The housing portfolio currently encompasses:

- Affordable housing – providing affordable housing for older women in the Canberra community
- Transitional housing – providing supported accommodation for women and their families who are at risk of homelessness
- Outreach Support to single women as well as to women and their families who are homeless or at risk of homelessness
- Supportive Tenancy Service – working in partnership with Woden and Belconnen Community Services to support ACT residents whose housing is at risk, to maintain a safe and stable home

YWCA Canberra is also in the initial stages of expanding the housing portfolio to include an exciting not for profit real estate service which will offer an innovative solution to the lack of affordable housing in Canberra.

Predominantly working with women and children living in one of our 13 transitional houses, or in an outreach capacity within the Specialist Homelessness service, this position will also work proactively across the HSU to support the expansion of services, innovation and continuous quality improvement in the provision of client services. Key functions of the HSU include the provision of accommodation, case management, outreach, support and advocacy, support for accompanying children, information, referral and networking.

<b>Form:</b> HSU Family Case Manager	<b>Review Date:</b> January 2020
<b>Steward:</b> Human Resources	<b>Approved By:</b> Chief Executive Officer

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Responsibilities	
Client work	<p>Working from a strengths based, child-centred, family focused, gender and trauma-informed practice framework:</p> <ul style="list-style-type: none"> <li>• Provide proactive case management and support to children young people and their families through outreach and transitional accommodation</li> <li>• In consultation with the HSU Manager, provide support to other HSU clients as required</li> <li>• Provide advocacy and supported referrals to other services for service users</li> <li>• Consult with service users to jointly develop individual case plans and regularly review progress towards case goals</li> <li>• Participate in the development and delivery of group programs</li> <li>• Implement service user evaluations</li> <li>• Collect and compile accurate service user case management documents; and</li> <li>• Work within a reflective practice and continuous improvement philosophy.</li> </ul>
Tenancy support	<ul style="list-style-type: none"> <li>• Implement policy and procedures for tenancy management including the induction of new residents into the service; and</li> <li>• Work closely with the Tenancy Coordinator and HSU Manager to discuss any tenancy issues and provide support to service users to effectively resolve them.</li> </ul>
Collaborative practice	<ul style="list-style-type: none"> <li>• Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate</li> <li>• Work closely with other service providers and agencies to improve access and service delivery to meet the needs of service users</li> <li>• Initiate and actively participate in case coordination and review conferences with service users and other service providers as required</li> <li>• Maintain up to date knowledge of current service provision, relevant research and sector development</li> <li>• Attend relevant sector meetings and provide feedback to team members.</li> </ul>
Team work and professional development	<ul style="list-style-type: none"> <li>• Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work</li> <li>• Participate in the development of a personal professional development plan and engage in professional development as required</li> <li>• Actively participate in regular supervision, performance appraisals/ management</li> </ul>
Administrative tasks	<ul style="list-style-type: none"> <li>• Proactively adhere to all quality (QIC) and housing standards</li> <li>• Provide accurate and timely case notes and reporting</li> </ul>
In relation to YWCA Canberra	<ul style="list-style-type: none"> <li>• Read, understand and uphold organisational policies and procedures</li> <li>• Work in a manner that aligns with the YWCA Canberra's values and ethics. This includes demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other activities as directed by your manager</li> <li>• Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.</li> </ul>

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## Selection Criteria

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Minimum Diploma in Community Services, or tertiary qualifications in a relevant field such as social work, psychology or human services</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Experience working effectively with vulnerable and disadvantaged people</li> <li>• Experience working with people experiencing or at risk of homelessness within a supported accommodation/outreach framework preferred</li> <li>• Experience and/or the ability to work competently with families from Aboriginal, Torres Strait Islander and culturally and linguistically diverse backgrounds</li> <li>• A knowledge and understanding of the impact of family violence and trauma on the cycle of homelessness</li> <li>• Sound working knowledge of the issues affecting homeless families including children and young people and the application of strategies to address issues affecting individual family members when accessing stable housing.</li> <li>• Knowledge and experience in the following fields:             <ul style="list-style-type: none"> <li>• Individual and family case management</li> <li>• Advocacy</li> <li>• Outreach support</li> </ul> </li> <li>• Collaborative professional practice</li> </ul>
<b>Capabilities and Behaviours</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills including written skills</li> <li>• Strong commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision</li> <li>• Ability to prioritise workloads and meet internal and external deadlines</li> <li>• Proactive 'self-starter' approach to work with the ability to use initiative</li> <li>• Operate ethically, professionally and with integrity at all times</li> <li>• Ability to execute sound judgement and adhere to professional boundaries</li> <li>• Commitment to reflective practice and continuous development and improvement</li> <li>• Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to work within the philosophy of YWCA Canberra</li> <li>• Current full driver's license and access to vehicle with comprehensive insurance during working hours (if required)</li> <li>• A current Working with Vulnerable People Registration</li> <li>• Australian Citizenship or suitable rights to work in Australia</li> </ul>

## Authorisation

<b>Acknowledgement by Incumbent</b>	Signature:  Name:	<b>Date</b>	Click here to enter a date.
<b>Chief Executive Officer</b>	Signature:  Name:	<b>Date</b>	Click here to enter a date.

**Form:** HSU Family Case Manager

**Review Date:** January 2020

**Steward:** Human Resources

**Approved By:** Chief Executive Officer