



POSITION DESCRIPTION

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| Position Title: | Last reviewed: |
| Senior Case Manager– TSSP / APTCH | 17 January 2012 |
| Position based in: | Position Type & Detail: |
| Alice Springs | Full-time permanent |
| Program Title: | Reporting To: |
| Tenancy Sustainability and Support / A Place to Call Home - Alice Springs | Program Manager |
| Work Unit/Program Cluster: | Comments: |
| These programs form part of Anglicare's Specialist Homelessness Service Delivery in the Alice Springs region. | |

1. AGENCY STATEMENT

Anglicare NT is a significant provider of culturally relevant community services across urban, rural, regional and remote areas of the Northern Territory. Quality client services and innovative capacity building activities are underpinned by Community Development principles. In line with Anglicare NT's vision we aim to make a sustainable difference in the lives of Territorians. Anglicare NT is a community services agency of the Anglican Diocese of the Northern Territory and a member of the Anglicare Australia network.

2. POSITION OBJECTIVE

To provide a high quality case management service to clients of Anglicare NT's Tenancy Support and Sustainability Program (TSSP) and A Place to Call Home (APTCH) in Alice Springs.
 To provide action learning living skills training on an opportunistic basis to clients in accord with the Scope of Service as, " the knowledge, capacities and skills that enable people to maintain a safe, healthy home and living environment, and to meet their housing (tenancy) and financial obligations, including interactions with neighbourhood and community.

3. PROGRAM OVERVIEW

The Northern Territory has the highest rate of homelessness in Australia with indigenous people well over-represented in the homeless population. The Tenancy Sustainability and Support Program is a specialist homelessness service providing needed support to individuals and families currently tenants of public housing who are identified as being at risk of eviction and would benefit from additional support services. Approximately 65 households in the Alice Springs township and up to 40 households in Town Camps are supported in this program throughout the year.

"A Place to Call Home" is a joint Commonwealth and Northern Territory Government initiative which aims to break the cycle of homelessness and achieve stable tenancies. This program assists clients with complex needs who are experiencing homelessness and are on the public housing wait list. Anglicare leases public housing properties which are then sub-let to APTCH clients. The clients are provided with intensive support and lifeskills training to build the capacity to sustain a tenancy. Where clients are able

to maintain their tenancies, the lease is transferred and the dwelling they have been renting from Anglicare becomes their long-term permanent housing.

Support is in the form of case-management which includes advocacy and referrals to relevant services. Accompanying children are included as clients and are provided with support to address their specific needs such as education and childcare.

Lifeskills training is also incorporated into the case-management process where support workers assist clients in attaining competencies in 4 different Lifeskills modules. In addition, on-site life skills training is held weekly where the Life Skills trainer provides further training in a group setting.

An information sheet and chart outlining this program cluster is attached.

4. SCOPE

The Senior Worker will:

- a) Provide a leadership role in developing and supporting a team to deliver the TSSP /APTCH Program
- b) Provide a strengths based, culturally safe and child friendly case work service.
- c) Monitor and provide intake and assessment to individuals/families and develop case plans in collaboration with clients and team members.
- d) Deliver life skills training as an integral component of the case management process.
- e) Provide support, interventions, information and linkages within a case management framework
- f) Collaborate with team members to ensure a well integrated and supported service is provided.
- g) Ensure effective and assertive information and referral services are provided to clients.

5. DUTIES AND RESPONSIBILITIES

5.1 Specific:

- a) In conjunction with Program Manager, provide a leadership role in establishing and leading a team to deliver the TSSP/APTCH Program, involving staff supervision, daily oversight of caseloads, monitoring of team members performance and wellbeing.
- b) Provide culturally relevant and safe services for Indigenous program participants.
- c) Deliver approved services for clients of the TSSP/APTCH Program by implementing the service/work plan, developing and maintaining working relationships with other organisations and individuals and contributing to service growth and development.
- d) Monitor and undertake client related activity involving conducting and contributing to the intake, assessment and case management plan development processes for individuals and families ensuring thorough safety and risk audits have been undertaken in terms of family violence/child protection considerations.
- e) Liaise with other relevant services to form collaborative working relationships and effective referrals.
- f) Deliver the tenancy skills development/life skills training program.
- g) Undertake routine data collection and administrative duties as required.
- h) Other duties as required.

5.2 General:

- a) Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- b) Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- c) Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- d) Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- e) Comply with Anglicare NT's OH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- f) Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- g) Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- h) Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- i) Actively participate in supervision, performance reviews, professional development activities and training as required.
- j) Maintain time and attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.

6. AUTHORITIES

Expenditure, Operational/Administrative, Personnel, Management and Legal – refer to current Delegation of Authority Document. Refer below for delegations for this position.

- a) No. of persons supervised –This may vary in accordance with funding and program requirements.
- b) Periodically assistance may be provided to students on field placements and/or new entrant employees gaining confidence/accreditation in their roles.
- c) Professional or task supervision for students may occur within this role as long as the proposed supervisor meets the supervision requirements of the relevant educational institution.

7. PERSON SPECIFICATION

Anglicare NT works from a Strengths Based framework in the delivery of its internal and external services. The Strengths Approach revolves around principles, processes and skills for sharing power & creating change. This approach has an emphasis on people's strengths and capacities and the person in this position must be committed to these principles and be willing to work within this framework.

The TSSP/APTCH Senior Case Manager role requires a person with a high level of professionalism and demonstrated leadership and supervisory skills in community services and preferably housing. The Senior Case Manager should have the ability to establish collaborative working relationships with allied services and display initiative in developing the program to deliver an innovative and effective service in achieving positive, sustainable client outcomes. Well-developed communication and organisational skills are also essential requirements of the position.

The role is varied, with the person expected to liaise with other services, possibly represent Anglicare at forums and networks, develop and support the team and engage clients participating in the program.

Depending on organisational needs, the person may be required to visit or work at other Anglicare NT premises. There may be occasions when variable work hours are required.

8. ESSENTIAL CRITERIA

8.1 Qualifications

- a) Formal qualifications in an appropriate discipline and deemed equivalent experience is highly desirable for this position.

8.2 Experience, Skills and Knowledge

- b) Prior experience in team leadership or working in a supervisory capacity in the area of housing/homelessness or other community services.
- c) Experience in team building and development.
- d) Ability to initiate and maintain active, collaborative working relationships with partner and allied services.
- e) Ability to give direction and support to team members to ensure that the service provided is pro-active, innovative and effective.
- f) Ability to implement dispute resolution strategies and manage conflict.
- g) Demonstrated interest, commitment and ability to working with Indigenous communities
- h) Ability to effectively engage with people who demonstrate challenging behaviours and who may be experiencing multiple barriers to securing/maintaining stable accommodation.
- i) High level of discretion and sound judgement with confidential information.
- j) Ability to work collaboratively with stakeholders such as Territory Housing, Family and Children's Services and schools on issues of concern.
- k) Sound understanding of the personal, family, social and structural issues associated with homelessness.
- l) Knowledge of relevant legislation such as the Family Law Act, Immigration, Child Protection, Domestic/Family Violence.
- m) Well-developed written skills including ability to maintain client files and complete reports.
- n) Computer literacy and the ability to use data collection systems.
- o) Well developed planning, time management and organisational skills
- p) Commitment to OHS&W and sound knowledge of EEO.
- q) Knowledge of the local service delivery system is desirable.

8.3 Licenses, Certificates or Professional Registrations

- a) First Aid Certificate or willingness to obtain within 3 months
- b) Working with Children Clearance (Ochre Card)
- c) NT Manual Drivers Licence
- d) National Criminal History Check.

8. ACKNOWLEDGEMENT OF AGREEMENT

After discussions with the Executive Manager, or delegate, I agree that:

- This Position Description and attachments are an accurate and fair description of the role.
- I understand the expectations and requirements of the position.
- I acknowledge the nature of the program and operating context within which I will be working.

Incumbent signature:

Incumbent name: Date:

Witness signature:

Witness name: Date:

Position :

| DOCUMENT APPROVAL | |
|--|-------|
| Signed: | Date: |
| Name: | Role: |
| *Note must be signed and authorized by relevant member of the Senior Management Team | |