

Tenancy Plus Case Manager Position Description

Role Details:

Position Title	Tenancy Plus Case Manager
Reporting to	Team Leader
Liaises with internally	All staff
Liaises with externally	Clients, Service Providers, Department of Families, Fairness & Housing, Social Housing providers and VCAT.
Supervises	Nil
Purpose of the Position	<p><i>The Tenancy Plus Case Manager is primarily responsible for the provision of support, promoting self-determination and advocacy to Social Housing renters. The Tenancy plus worker will assist new renters in social housing with a high level of complexity with support to establish and sustain their tenancy. Intervene when tenancies are at risk, by providing individualised support to stabilize the tenancy and reduce the risk of the tenancy breaking down.</i></p> <p><i>The Case Manager is also responsible for providing case management services to Transitional Housing renters living in properties designated to the APTCH program. The aim of the program is to establish a successful tenancy within Transitional Housing addressing barriers that resulted in previous housing breakdown and led to homelessness.</i></p>
Hours	Full time
Salary/Rate	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 4
Essential Criteria	<ol style="list-style-type: none">1. Qualifications and/or experience relevant to the role2. Well-developed communication, advocacy and negotiation skills

	<ol style="list-style-type: none"> 3. Proven experience in a client focused role with the ability to deliver a high standard of customer service and meet the needs of complex clients 4. Highly developed administration skills including the sound application of database management programs and MS Office/Outlook 5. Proven ability to manage time effectively, including prioritising tasks and meeting deadlines 6. Ability to understand, interpret and apply relevant legislation 7. Current Driver's License
Preferred Criteria	<ol style="list-style-type: none"> 1. Knowledge of the public, private and community housing sectors 2. Understanding of the RTA
Key Performance Indicators	<ul style="list-style-type: none"> • SHIP status updates and validation of data to be completed for the prior month by the 6th of the following month. (100% of the time). • Every engaging client has a client centred individualized case plan on SHIP (100% of the time) • Achieve the annual target of 34 (minimum) open support periods for Establishing Successful Tenancies/Intervene when Tenancies are at Risk • Achieve the annual target of 10 (minimum) for Advocacy support • Outcomes Star Assessments completed for each agreeable client and recorded (100% of the time) • Every client to be provided with a BeyondHousing feedback form and recorded in SHIP • All contact with clients is to be recorded in SHIP, with the expectation of minimum weekly contact with a client that can be in person, via phone, post or attempted contact and fortnightly face to face contact a minimum (document all attempts at contact) • Maintain accurate and appropriate data, including case notes being entered on SHIP within two working days of contact with the client (100% of the time) • Complete an off-site check prior to completing a home visit to a new client and documentation uploaded to SHIP (100% of the time) • Follow up contact with client is to be completed to ensure the tenancy has been sustained for six months. Response documented on SHIP • Demonstrate a high level of skill in providing advocacy for clients with landlords and the ability to present a case at VCAT including: <ul style="list-style-type: none"> • Learning VCAT processes and legislation • Demonstrating a thorough understanding of renter rights and responsibilities as well as landlord rights and responsibilities • Prepare written submissions for VCAT as required • Complete relevant and accurate paperwork for VCAT cases as required

Capability Framework:

Key Area	Detail
Understand the contemporary homelessness context	<ul style="list-style-type: none"> • Knows and applies the standards, rules and commitments under which funded organisation operate • Is aware of available housing and support options for clients • Establishes and maintains professional relationships and networks.
Understand clients and their needs	<ul style="list-style-type: none"> • Understands the structural causes, pathways into, and impacts of homelessness • Understands and responds to the needs of diverse groups • Applies strengths-based approach • Promotes client participation and listens actively • Communicates appropriately and effectively
Determines solutions	<ul style="list-style-type: none"> • Identifies problems and finds solutions • Makes decisions appropriately
Deliver Services	<ul style="list-style-type: none"> • Understands and uses internal systems and processes • Advocates and influences • Outcomes focused • Is quality focused
Manage Self	<ul style="list-style-type: none"> • Manages time effectively • Is adaptable and flexible • Demonstrates resilience • Demonstrates self-care and awareness of health & wellbeing

Responsibilities:

Key Area	Focus Areas	Tasks
Support and Case Management	<i>Effective delivery of case management through a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's holistic needs</i>	<ul style="list-style-type: none"> • Develop the strengths of the client to effectively advocate for themselves • Cultivate a professional working relationship with the client that identifies the client's individual needs, aspirations, expectations and values • Maintain appropriate and professional boundaries • Promote and support the self-determination and independence of the client • Apply a strengths-based approach to all interactions with the client • Support clients to address barriers contributing to housing instability • Provide an effective level of support to assist renters in sustaining their housing • Assist clients with the establishment of successful tenancies • Provide supported intervention to clients whose tenancy is at risk • Develop a comprehensive understanding of specialist's services and the referral pathways for clients to obtain additional supports • Reduce entry into homelessness service system • Assist client to reduce rental arrears • Provide clients with strength-based client centred case management supported by a holistic case plan and Outcomes Star assessment

	<i>Advocacy</i>	<ul style="list-style-type: none"> • Advocate for resources, services or support the client would not otherwise be provided • Provide informed and accurate advice to renters of social housing • Generate within clients an understanding of their rights and responsibilities as renters • Assist the resolution of individual tenancy issues • Highlight and contribute to debates concerning systemic housing issues • Develop a sound, progressive understanding of the <i>Residential Tenancies Act 1997</i> • Advocate on behalf of renters at Victorian Civil and Administrative Tribunal hearings • Meet client case load targets as determined by BeyondHousing • Assist renters to participate in decisions to address their housing issues
	<i>Awareness and Education</i>	<ul style="list-style-type: none"> • Facilitate awareness and education on housing issues amongst both renters and the broader community
Service Development	<i>Program Direction and Development</i>	<ul style="list-style-type: none"> • Contribute to the development and evaluation of team plans • Identify service delivery issues and opportunities
	<i>Participation and Representation</i>	<ul style="list-style-type: none"> • Represent BeyondHousing at relevant forums, meetings and community networks
Administration	<i>Specialist Homelessness Information Platform (SHIP)</i>	<ul style="list-style-type: none"> • Ensure all client contacts are recorded in SHIP • Maintain accurate, up to date and relevant recording of client file notes and casework data in accordance with legal requirements
	<i>General Administration</i>	<ul style="list-style-type: none"> • Complete administrative requirements associated with job tasks as detailed, including providing relief for reception as required.

Broad activities of BeyondHousing	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Undertake regular supervision and performance review with Team Leader. • Promote and maintain a positive, respectful and collaborative work environment and working relationships • Abide by relevant legislation including Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values • Adhere to human resources policies including anti-discrimination, Code of Conduct, and equal opportunity policies • Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and clean work environment • Display a positive attitude, treat others with respect and be an active member of the team, value diversity and support fellow team members. • Follow lawful direction provided by senior members of the team • Maintaining a National Police Check and Victorian Working with Children Check. • A demonstrated understanding and respect of the child Safe Standards and child safety principles including the safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds as well as children who identify as LGBTIA+ as well as children with a disability • Knowledge of MARAM (Multi Agency Risk Assessment and Management Framework) and an understanding and application of information sharing scheme FVISS and CISS.
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I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Name

Date

Instructions:

1. Staff should read this Position Description carefully and ask questions if any clarification is needed.
2. Staff should retain a copy of this Position Description for their own reference and use.

3. This is a living, breathing document and may change with the needs of the organisation. Staff and Managers should discuss changes in the position as they arise.
 4. Managers must provide a copy of this Position Description with their letter of offer.
 5. Managers must discuss all requirements in this Position Description with their staff member.
 6. A signed copy of this Position Description must be returned to Human Resources.
 7. Human Resources will place a signed copy on the staff member's file.
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