

## Position Description

### Case Manager Insecure Housing

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Position Title:	Case Manager Insecure Housing
Position Number:	VAC0837
Manager/Supervisor:	Coordinator
Division	Community & Clinical Care
Program:	Community Care
Team (if applicable):	Case Management
Primary Location (and other sites as required)	St Kilda (VPC, Fitzroy St, Mitford St)
Classification Grade & Level	SW Class 2 Level 3 (L5PP4) (dependent on level of experience) (or other relevant health discipline classification and experience)
Enterprise Agreement or Award	Social and Community Services: Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Mode of Employment	Permanent - Part Time
FTE (Part-time only)	0.7
Dates (Fixed Term ONLY)	Fixed Term: <b>Start Date</b> to <b>Cessation Date</b>
Fixed Term Reason	Fixed Term Reason

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### Organisational Profile

Star Health is a provider of health support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health Provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, adorable, joined up services with a 'no wrong door' approach.

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### Position Objective

The Insecure Housing Case Manager links people over the age of 25 years, living in low cost accommodation such as rooming houses, motels, pension level SRS's, social housing settings and private hotels, to relevant services within the City of Stonnington and Port Phillip. The clients are usually seen in an outreach setting in their own accommodation.

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The case manager will respond (usually over a six-month period or less) to relevant client issues, ensuring appropriate follow up and assist in client goal setting. The case manager will often advocate for the client and coordinate services from a range of welfare agencies within the sector of Health, Welfare, Housing including My Aged Care and NDIS.

This case manager will also assist the Co-ordinator to maintain fundamental housing sector partnerships and networks to promote the Insecure Housing program and ensure future referrals.

### Key Responsibilities

- Case load management and throughput as related to an EFT of 0.7
- Facilitate, support and advocate for clients to access mainstream and specialist services
- On occasion, transport and accompany clients to appointments or arrange transport by other means
- Provide integrated outreach service delivery, including joint visits with other services as relevant
- Maintain accurate client health records and other data systems in accordance with Star Health Policy i.e. case notes, demographic information and other data as related to this program
- Participate in regular client case allocation and client case review
- Establish positive and ongoing working relationships with management in low cost accommodation facilities such as SRS, motels, private hotels, rooming houses, public and community housing
- Brokerage budget management, accountability and reporting
- Timely delivery of annual narrative report
- Meet statistical key performance indicators (KPI's)

### Skills and Experience

- Case Management experience working with complex clients in community-based settings
- Demonstrate understanding of and experience in working with complex clients requiring service coordination and advocacy
- Ability to work autonomously while demonstrating professional accountability
- Ability to assess risk in client environments and respond appropriately
- Comprehensive understanding of the barriers to accessing services experienced by marginalized people with complex needs
- Proven ability to engage with clients from a range of diverse backgrounds with complex needs
- Possess working knowledge of the HACC-PYP and CHSP services sector, homelessness and housing sector

### Key Selection Criteria

#### Essential Skills & Experience

- Case Management experience and effective case load throughput to achieve the KPI's

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- Proven skills working with complex clients such as those with mental health, ABI, a history of trauma, substance abuse and/or housing difficulties
- Excellent communication skills within a team environment and the service delivery sector
- The ability to navigate a wide range of health and social service networks and connect clients to these services
- Knowledge and experience in risk assessment and appropriate follow up

#### Desirable Skills & Experience

- Skills and experience in industry networking, liaison and the maintenance of organisational partnerships

#### Essential Attributes

- Current Victorian Driver's License and willingness to drive as part of duties
- Highly developed communication, interpersonal and negotiation skills
- Ability to work autonomously whilst being professionally accountable
- Ability to be an effective team player adaptable to a multi-disciplinary team

#### Qualifications / Registrations Requirements

- Tertiary qualifications in Social Work (or other relevant health discipline) preferably a minimum of 2 years post graduate experience
- Eligible for membership for AASW (or other relevant professional or registration body such as AAPRA)

## Compliance

#### Compliance Responsibilities:

It is the responsibility of both the Manager and Incumbent(s) of the role to ensure the employee(s) performing the role will meet relevant requirements of:

- Professional Standards/Codes of Conduct imposed by AHPRA, National Boards, or under Industry Codes.

## Probity Checks

#### Probity checks must be completed as indicated -

National Police Check/Criminal Record Check  Working with Children Check  NDIS Worker Screening Check  
 Aged Care statutory declaration  AHPRA Registration (if relevant to the discipline)  DWES  Evidence of Right to Work in Australia.

## Occupational Health and Safety (OHS) Commitment

Ensure that adequate resources (financial, human and physical) are allocated within the program to address the OHS risk for employees, clients and visitors.

#### Managers/Team Leaders

- Identify, assess, manage and review risks to the health and safety of employees, contractors, and clients.

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- Ensure that the documented systems of work are safe and without risk to health, and are adhered to by employees through appropriate training, supervision and monitoring

#### Employees

Comply with all Star Health and safety policies and procedures, take all reasonable care to ensure actions or omissions do not impact on the health and safety of others in a Star Health workplace.

Staff have a responsibility to participate in the development of a safe and healthy workplace and must comply with safe work practices for their own health and safety, and that of others.

#### Equal Opportunity

Star Health is an equal opportunity employer and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.

#### Gender Equity

At Star Health we believe that people of all genders deserve equal rights, voice, opportunities, dignity, fairness, equity and to feel safe, valued and respected in their workplace and community. As a workplace and health service we are committed to promoting gender equality and creating a culture, conditions and practices that are inclusive and equitable for all genders.

#### Protecting babies, children and young people from child abuse and neglect.

##### Protecting Children Policy Information:

Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families and is a core responsibility for all Star Health staff.

#### Important Information

- Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace.
- Star Health's usual span of operating hours are from 8:00am to 8:00pm Monday to Friday. For Programs that operate on weekends, weekend work may be required. Specific days and hours of work will be determined in accordance with operational requirements and contained the Contract of Employment.
- Your Letter of Offer may state you will be based at a Star Health site; however, it is expected that you may be required to work at different locations.

##### Offers of employment are contingent upon:

- Successful references check (all positions)
- Non-Adverse National Police Check/Criminal Record Check (all positions)
- Holding and maintaining a valid 'Working with Children Check' (all positions)
- NDIS Worker Screening Check (select positions)
- Fitness for work medical examination (specific positions)

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#### Salary Packaging Information

Star Health currently has two types of Salary Packaging:

- General salary packaging of \$15,900 per FBT year; and
- Meal Entertainment/Facility leasing of \$2,650 per FBT year
- Salary packaging is optional.
- You should seek independent financial or taxation advice when considering salary packaging.

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Person who completed and authorised the Position Description	
Position Title	Coordinator-Tanya Richie
Division/Program	Community Care- Case Management

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**Recruitment Contact:** [hr@starhealth.org.au](mailto:hr@starhealth.org.au)

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