POSITION DESCRIPTION

Position title: Outreach Case Manager Connections Program

EFT/Hours: 1.0 EFT/38 hours per week

Award/Classification: Social, Community, Home Care and Disability Services Industry Award 2010. Social and community services employee level 5 plus above award conditions, Fair Work Australia equal remuneration decision, National Employment Standards. MOSS Enterprise Agreement 2017 (subject to registration).

Funding: Victorian Department of Health and Human Services and Commonwealth Department of Health.

Tenure: Ongoing.

Fringe benefits: A car for work and personal use for a full-time employee. Generous salary packaging is available.

Union: Australian Services Union (ASU).

Reports to: Program Leader, Operations Managers and CEO.

Organisational Context:
Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or are at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from which all decisions, policies and procedures are developed.

MOSS has grown significantly and now provides a wide range of services to marginalised, men, women, and children in the North and West Metropolitan Region of Melbourne who experience homelessness and housing vulnerability. The Agency is committed to delivering holistic team case management and support to a high needs group of consumers.
Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people through a range of programs:

- Transitional Outreach Support Team (TOST)
- North
- Crisis Response Program (CRP)
- Hume Transitional Support Program (T1 & T2)
- Connections Program (Community Connections and Active Connections Programs combined)
- Housing Support for the Aged (HSAP)
- Active Connections Program
- Shrivings Planned Activity Group (PAG)
- Brunswick High Rise Volunteer Program

- Banyule Planned Activity Group (PAG)
- Intensive Case Management program (ICMI)
- Northcote Planned Activity Group (PAG)
- Catchment Youth Refuge
- Youth and Family Team
- Banyule Housing Support

**Position summary:**
The Connections Program formed with established Low Cost Accommodation Support Programs funded by the Victorian Department of Health and Human Services; Active Connections Program (ACP) and the Community Connections Program (CCP). This program is continuing to evolve its service model and strategies for engagement with isolated consumers in low cost accommodation settings and for those who are homeless or at risk of homelessness.

The position of Outreach Case Manager in the Connections Program sits within a team of six workers, including the Program Leader. The Team has its office in Broadmeadows. Service delivery is across the Northern Metropolitan Region of Melbourne.

The core function of the Outreach Case Manager in the Connections Program is to initially identify and engage people with complex unmet health and social needs who experience homelessness or housing vulnerability. Working predominantly with older people, the Program aims to support consumers to address their needs through the provision of short term case management and linkages (to the broader service systems) interventions.

The Connections Program utilises a team case management service model in contrast to a key worker model. In team case management, all team members have input into the case plan and variously participate in ongoing work with the consumer.
This leads to a very supportive team environment and collegiate style of work. The Agency highly values a comprehensive induction process, the provision of regular (supportive) supervision and worker

A key component of the work is the use of assertive outreach to identify and engage with new clients in various accommodation settings such as public housing estates, rooming houses, caravans, Supported Residential Services and sleeping rough. The Connections Program aims to address barriers to accessing supports and works with the broader service system to improve responses to marginalised consumers.

Community development activities are another important component of the role. These activities have several goals; strengthening communities, enhancing safety, established links to the broader service system which lead to increased health and wellbeing outcomes. Ultimately, the support provided through the community development activities of the Program are focussed on preventing homelessness and enabling consumers to continue to live independently in the community.

Outreach Case Managers are required at all times to work follow Merri Outreach Support Service policies and procedures, consistent with the Agency's mission and vision. Our work practice is informed by program guidelines and service standards set out by the funding body. Workers are expected to adhere to the highest professional and ethical standards in performing their duties and responsibilities.

**Key Selection Criteria:**
1. A tertiary qualification in social work or related field with relevant experience.

2. Demonstrated experience in the provision of case management to disadvantaged and marginalised consumers.

3. Demonstrated experience and understanding of working with people from diverse backgrounds including culturally and linguistically diverse communities and Aboriginal and Torres Strait Islander communities.

4. A demonstrated knowledge of the aged and disability service systems and the public housing sector. Experience would be advantageous.

5. Experience in working in the community sector would be considered favourably.

6. Excellent organisational, interpersonal and communication skills, including:
   - Interviewing and counselling skills
   - Writing skills – reports, correspondence, case notes,
   - Oral skills – liaison, consultation, negotiation, telephone
   - Advocacy skills
   - Networking skills
   - IT competency
Additional Information

Office: This position will be based at our office at 22 Lakeside Drive, Broadmeadows 3047. The role involves regular presence on public housing estates and other low cost accommodation settings for older people to deliver assertive outreach support.

Hours of work: The Agency is open Monday to Friday 9am – 5pm.

Workplace Health and Safety: All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve O H & S.

Probationary period: A 3 months probationary period applies, during which a comprehensive orientation/induction will be provided.

Equal Opportunity: Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with the Equal Opportunity and Anti-discrimination Policy and Workplace Bullying and Harassment Policy.

Child Safe Organisation: Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture.

Employment is subject to:
- a current Police Records Check
- a current Victorian Driver Licence

Privacy Notification:
We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with the Merri Outreach Support Service Privacy Policy and Confidentiality Policy.

Application process and contact information:
For more information about the position please contact: Clint Marion, Program Leader, Connections Program on 9359 5493. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au

Applications must address the Key Selection Criteria and should include details of 3 referees, at least one of whom is a current/recent supervisor. The closing date for applications is 5pm, Tuesday 23 May 2017. Please forward to:

Clint Marion
Program Leader
Merri Outreach Support Service
22 Lakeside Drive
Broadmeadows VIC 3047 or email Clint@merri.org.au
Duty Statement
Under the direction of the Program Leader

Consumer Services:
- Actively identify and deliver support to new clients assertive outreach model.
- Work in partnership with the Office of Housing and social housing providers.
- Provide support to and advocacy for consumers including information, referral and linkages to mainstream and specialist services.
- Respond to crisis situations within the context of the program.
- Support consumers to develop connections in their community.
- In consultation with the team and the consumer, undertake assessment tasks and the development and monitoring of case plans.
- Manage and maintain case load, case files and case notes.
- Actively participate in team case meetings.
- Provide practical assistance to consumers as is appropriate for them to access resources.
- Prepare housing applications including supporting documentation and provide support and advocacy around tenancy issues.
- Work in conjunction with consumers to assist them to achieve their case plan goals.
- Work towards the achievement of the maximum level of self-reliance for each person assisted.
- Administer brokerage in accordance with guidelines.

Community Liaison and Networking:
- Actively and positively promote Merri Outreach Support Service and its programs to consumers and amongst other service providers.
- Maintain a broad and current knowledge of resources and support services that follow established protocols between Merri Outreach Support Service and partner agencies.
- Provide information and appropriate assistance to services which we refer consumers.
- Provide information and appropriate assistance to services about referral pathways for consumers into the Connections Program.
- Attend network meetings and forums and promote the program at local, regional and state level as appropriate.
Policy, Planning and Community Development:
- Through direct service provision to identify areas of common need or themes affecting people living in public housing and other low cost accommodation settings.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of older people living in low cost accommodation.
- Assist in regular reviews of program operations and ongoing development of the service, including participation in planning days.
- Undertake implementation of improvements/changes in program operations as directed by management.
- Maintain a broad understanding of government policies which have a direct impact on older people living in low-cost accommodation.
- Contribute to the development of responses to government policy, and systemic issues which may affect consumers, as directed by management.
- Participate in forums which contribute to the broader development of policies/practices relevant to this consumer group.
- Participate in Merri Outreach Support Service’s Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees.

Reporting and Administration:
- Maintain program and consumer records, including case files and other data as required.
- Maintain filing systems as required for effective function of the program.
- Timely recording of consumer information using the client reporting electronic database.
- Participate in other Department of Health and Human Services reporting requirements.
- Prepare evaluation reports on client outcomes as required.
- Assist management in the preparation of reports as directed.
- Submit for approval by management all formal outgoing correspondence.
- Adhere to the Agency’s financial recording practices.

Accountability:
- Practice consistent with Community Care Common Standards and Human Services Standards and ISO 9001:2015 Quality Management System.
- Be responsible to the Team, Program Leader, Operations Manager and CEO.
- Actively participate in team case planning meetings.
- Attend fortnightly agency (staff) meetings.
- Actively participate in scheduled supervision with the Program Leader.
- Submit timesheets and leave application forms within required timeframes.