

**MOSS POSITION DESCRIPTION**  
**Outreach Case Manager - Low Cost Accommodation Support Program**

**Striving to End Homelessness**  
Sustaining housing and strengthening communities

<b>POSITION</b>	<b>Outreach Case Manager</b> - 1.0 FTE/38 hours per week. Temporary (maternity leave) appointment to June 2020.
<b>TEAM</b>	<b>Low Cost Accommodation Support Program, Holmes Street</b>
<b>CLASSIFICATION</b>	Social and community services employee Level 5, commencing hourly rate \$37.71, generous conditions including a paid lunch break and access to attractive salary packaging and car. Additional above award conditions, Fair Work Australia equal remuneration decision, National Employment Standards
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010. MOSS Enterprise Agreement 2018 (pending registration)
<b>UNION</b>	Australian Services Union (ASU)
<b>REPORTS TO</b>	Team Leader, Operations Manager and CEO
<b>FUNDING</b>	Victorian Department of Health and Human Services (DHHS)
<b>APPROVED BY</b>	Tony Littman , Operations Manager
<b>DATE APPROVED</b>	15 April 2019
<b>SIGNED</b>	_____
<b>DATED</b>	15 April 2019

## **1. 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 at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

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 and people experiencing housing vulnerability through a range of programs:

- Brunswick Older Persons' High Rise Support Program
- Housing Support for the Aged (HSAP)
- North and West Regional Regional Children's Resource Program
- Bright Futures – Homeless Children's Specialist Support Service
- Transitional Outreach Support Team (TOST)
- Crisis Program (Crisis Response & Youth and Family)
- Catchment Youth Refuge
- Intensive Case Management program (ICMI)
- Hume Transitional Support Programs
- Shrivings Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- Brunswick High Rise Volunteer Program
- Brunswick Volunteers Program
- Northcote Older Persons' High Rise Support Program
- Connections Program
- Banyule Housing Support
- Children and Mothers in Mind

## **2. Position Summary**

The Outreach Case Manager position is based at Holmes Street Older Persons High Rise Public Housing Estate in Northcote. The Outreach Case Manager will provide support residents with a focus on short term linkages using a short term case management support model. Case management goals will focus on supporting residents to sustain their housing within the estate to avoid premature entry into nursing homes and/or hospital as a result of unmet health needs and social isolation. This will include supporting new residents to establish their tenancy. Residents engagement with the program is voluntary.

The Low Cost Accommodation Support Program there is staffed by two full-time Outreach Case Managers. These workers are supported by a Team Leader who shares their time between Holmes Street and the Brunswick High Rise Estate. Collaborative work is essential to the success of the program.

The majority of contact with consumers occurs within the estate at Holmes Street, supporting residents of the Holmes Street Estate. It is anticipated that part of the role would be to explore and develop partnerships at the estate in support of tenants in building a sense of connection and community at Holmes Street.

All residents at Holmes Street Older Persons Public Housing Estate are over 55 years old. Many are from culturally and linguistically diverse backgrounds and experience isolation and poor health. At Holmes Street, MOSS runs a Social Support Group run in the community room two days per week and there is a small Volunteer Program which offer opportunities for community and social connections for residents. The Outreach Case Manager will support residents to connect to these opportunities as is appropriate.

### **3. Key Selection Criteria**

- 3.1. A tertiary qualification in community development, social work, community services, welfare studies or equivalent
- 3.2. Demonstrated knowledge of the aged and disability service systems.
- 3.3. Demonstrated knowledge of the public housing system.
- 3.4. Demonstrated understanding of issues experienced by older people living in public housing.
- 3.5. An understanding and commitment to supporting diverse communities, for example, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ and people with disabilities.
- 3.6. An understanding of accreditation processes and commitment to continuous quality improvement.
- 3.7. Ability to work both co-operatively and independently as required by different programmatic components of the position.
- 3.8. Excellent organisational, interpersonal and communication skills, including:
  - Interviewing and counselling skills
  - Writing skills
  - Management of Brokerage – SHIP and data reporting
  - Oral skills – liaison, consultation, negotiation, telephone
  - Advocacy skills
  - Networking skills
  - IT competency

#### **4. Additional Information**

**Office:** This position is based at 1 Holmes Street, Northcote VIC 3070.

**Hours of work:** Core hours for this position are Monday to Friday 9am – 5pm.

**Website:** [www.merri.org.au](http://www.merri.org.au)

**Occupational 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 OH&S.

**Equal Opportunity:** Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

**Diversity:** Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

**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's Licence
- verification of qualifications
- Disability Worker Exclusion Scheme clearance

**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 Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

## **5. Application process and contact information:**

For more information about the position please contact: **Shirley Spooner 9380 6036**. Additional information about Merri Outreach Support Service can be found on the website: [www.merri.org.au](http://www.merri.org.au).

Please address the **Key selection criteria** in your application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 5pm, Tuesday 14 May 2019

Please forward applications to:

Nannette Wilkinson  
Acting Operations Manager  
Merri Outreach Support Service  
279 High Street  
Northcote VIC 3070

Or email: [nannette@merri.org.au](mailto:nannette@merri.org.au)

## **6. Key Responsibility Areas**

### **6.1 Consumer Services:**

- Actively work with Office of Housing and identified referral sources to respond to appropriate referrals within an acceptable time frame.
- Provide support to and advocacy for consumers including information, referral into mainstream and specialist services.
- 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.
- Provide practical assistance to consumers as is appropriate for them to access resources.
- Prepare housing applications including supporting documentation and provide support and advocacy round 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.

### **6.2 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 can be accessed to meet consumers' needs.
- Follow established protocols between Merri Outreach Support Service and partner agencies.

- Provide assistance and appropriate information to services we refer consumers.
- Provide assistance and appropriate information to services about referral pathways for consumers they wish to refer.
- Attend network meetings and forums and promote the program at local, regional and state level as directed.

**6.3 Policy, Planning and Community Development:**

- Through direct service provision to identify areas of common need or themes affecting older people living in public housing.
- 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 team leader and 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.

**6.4 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 SRS electronic database.
- Participate in other HACC reporting requirements.
- Prepare evaluation reports on client outcomes as required.
- Assist management in the preparation of reports as directed.
- Submit for approval by team leader all formal outgoing correspondence.
- Adhere to Agency Financial Delegation of Authority and recording practices.

**6.5 Accountability:**

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Meet Home Care Standards and other accreditation requirements.
- Be responsible to the Team, Operations Manager and CEO.
- Attend monthly agency (staff) meetings.
- Actively participate in scheduled supervision with the Team Leader.
- Submit timesheets and leave application forms within required timeframes.