

**MOSS POSITION DESCRIPTION**  
Outreach Case Manager – TOST Program

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

<b>POSITION</b>	<b>Outreach Case Manager</b> full-time 5 days per week (1.0 FTE/ 38 hours per week) ongoing
<b>LOCATION</b>	Shop 48, Bell Street Mall, West Heidelberg and 279 High Street, Northcote
<b>CLASSIFICATION</b>	Social and community services employee Level 5, plus above award conditions including vehicle option, Fair Work Australia equal remuneration decision, National Employment Standards
<b>AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010. Merri Outreach Support Service ENTERPRISE AGREEMENT 2018
<b>REMUNERATION</b>	Generous over award entitlements including paid lunch break and car option for full-time employee.
<b>FUNDING</b>	Department of Health and Human Services (DHHS)
<b>UNION</b>	Australian Services Union (ASU)
<b>REPORTS TO</b>	Program Manager – TOST Program, General Manager and CEO
<b>APPROVED BY</b>	Tony Littman, General Manager
<b>DATE APPROVED</b>	4 January 2021
<b>SIGNED</b>	_____

## 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:

- Transitional Outreach Support Team (TOST)
- Banyule Housing Support
- Intensive Case Management Initiative (ICMI)
- Crisis Response Program (CRP)
- Youth and Family (Y&F)
- Catchment Youth Refuge (CYR)
- Darebin Assertive Community Outreach (DACO)
- North and West Regional Children’s Resource Program
- Bright Futures – Homeless Children’s Specialist Support Service
- Connections Program (CP)
- Hume Program – transitional support
- Brunswick Older Persons’ High Rise Support Program
- Brunswick High Rise Volunteer Program
- Housing Support for the Aged (HSAP)
- Shrivings Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- Northcote Older Persons’ High Rise Support Programs

### **Position summary:**

In 2016 Banyule Housing Support Group merged with MOSS. Banyule Housing Support team of two workers became part of the Transitional Outreach Support Team (TOST). The position of Outreach Case Manager will be based at Shop 48, Bell Street Mall in West Heidelberg but be part of the Transitional Outreach Support Team (TOST) which is based at 279 High Street, Northcote. The core function of the Outreach Case Manager is to provide case management and outreach to individuals

and families who are homeless or at risk of becoming homeless in the North East Melbourne Area (NEMA) Case management is delivered using a team case management model. This work includes providing support to children within families. Typically the role requires that the majority of contact with consumers occurs within their accommodation setting, albeit service delivery models have altered in response to COVID-19 with working from home and an increased focus on consumers in hotel emergency accommodation. The work of the Outreach Case Manager is likely to revert to a traditional model as 2021 unfolds.

All support programs at MOSS utilise a team case management approach, rather than a key worker model. In team case management all team members have input into the case plan and ongoing work with the consumer. The aim is to achieve better outcomes for consumers through additional support work, building upon the responses already provided by Access Points as part of the Opening Doors Framework.

The Outreach Case Manager role includes reporting requirements using a computer data base reporting and case management tool, Specialist Homelessness Information Platform (SHIP) for Specialist Homelessness Services (SHS). Consumer file keeping, including electronic case notes is an important task. Workers are expected to participate in and contribute to community development and agency development as part of their role.

Networking and participating in the development of the homelessness service system are another important requirement of the position. Merri Outreach Support Service is part of the Opening Doors model and a member of the regional Local Area Service Network (LASN). Workers are involved in Continuous Quality Improvement and meeting the Human Services Standards and ISO 9001:2015 Quality Management Standard. Referrals will also be taken from services within the City of Banyule.

The Outreach Case Manager is required at all times to work within the policies and philosophical framework of Merri Outreach Support Service, the guidelines and standards of the funding body and to adhere to the highest professional and ethical standards in performing their duties and responsibilities associated with the position.

## **2. Key Responsibility Areas**

### **2.1 Consumer Services**

- Actively work with Access Points 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.
- 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 documents and information.
- 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.

## **2.2 Community Liaison and Networking**

- Actively and positively promote Merri Outreach Support Service and its programs to consumers and amongst the homelessness sector.
- 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.

## **2.3 Policy, Planning and Community Development**

- Through direct service provision to identify areas of common need or themes affecting homeless people and possible responses within the region.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of people experiencing homelessness and identify practices which will facilitate improved access for this target group ideally without need for program intervention.
- 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 people experiencing, or at risk of experiencing homelessness.
- 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 homelessness.
- Participate in Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees.

## **2.4 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 SHIP to facilitate monthly SHS data reports for the Australian Institute of Health and Welfare (AIHW)

- Assist management in the preparation of reports as directed.
- Submit for approval by management all formal outgoing correspondence.
- Adhere to agency financial recording practices.

### **2.5 Accountability**

- Work in accordance to Merri Outreach Support Service’s Policy and Procedures Manual.
- Meet prevailing Accreditation Standards, currently the Human Services Standards and ISO 9001:2015 and Continuous Quality Improvement requirements.
- Be responsible to the Team, Program Manager, Operations Managers and CEO.
- Actively participate in team case planning meetings.
- Attend monthly Agency meetings.
- Adhere the the MOSS Delegation of Financial Authority amounts
- Actively participate in scheduled supervision with the Program Manager.
- Submit timesheets and leave application forms within required timeframes.

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

3.1 A tertiary qualification in community development, community services, social work, youth work or relevant field or extensive equivalent experience.

3.2 Demonstrated experience and highly developed skills in the provision of case management to individuals, families and children who experience disadvantage.

3.3 Demonstrated understanding of the impact of homelessness on individuals, children and families.

3.4 An understanding and commitment to supporting diverse communities, for example, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ and people with disability.

3.5 Highly developed team work skills and the demonstrated ability to work independently

3.6 Demonstrated knowledge of the Specialist Homelessness Services (SHS), the homelessness service system and current frameworks such as the Opening Doors Framework.

3.7 An understanding of accreditation processes and commitment to continuous quality improvement.

3.8 Experience and commitment to community development and consumer participation.

3.9 Excellent organisational, interpersonal and communication skills:

Interviewing and counseling skills

Writing skills – reports, correspondence, case notes, records entry

Oral skills – liaison, consultation, negotiation, telephone

Advocacy skills

Networking skills

IT competency

3.10 Experience and knowledge of working in the community sector would be advantageous.

#### 4. Additional Information

**Office** This position is based at Shop 48, Bell Street Mall, West Heidelberg and 279 High Street, Northcote, Northcote post COVID-19. Work from home arrangements are currently in place with a progressive transition to the office in a reduced capacity.

**Hours of work** The Agency is open 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 Working With Children Check
- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications

#### **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. Applications and contact information:**

For more information about the position please contact: **Sene Potoi – Program Manager TOST on 0431 493 369**. 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 9am, Monday 18 January 2021.

Please forward applications to:

Rita Lawrence  
General Manager  
Merri Outreach Support Service  
E: [rita@merri.org.au](mailto:rita@merri.org.au)