

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

**Outreach Case Manager** - Connections Program  
1.0 FTE (38 hours pw) temporary maternity leave position to 12 August 2022

**LOCATION** Broadmeadows

**CLASSIFICATION** Social and community services employee Level 5, plus above award conditions including vehicle option, Fair Work Australia equal remuneration decision, National Employment Standards

**AWARD** Social, Community, Home Care and Disability Services Industry Award 2010.  
Merri Outreach Support Service ENTERPRISE AGREEMENT 2018

**FUNDING** Department of Health and Human Services (DHHS)  
Commonwealth Home Support Program (CHSP)

**UNION** Australian Services Union (ASU)

**REPORTS TO** Program Manager - Connections, General Manager and CEO

**APPROVED BY** Tony Littman, General Manager

**DATE APPROVED** 03 June 2021

**SIGNED** \_\_\_\_\_

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

## **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:

- Connections Program (CP)
- North and West Regional Children’s Resource Program
- Bright Futures – Homeless Children’s Specialist Support Service
- Hume Program – transitional support
- Transitional Outreach Support Team (TOST)
- Banyule Housing Support
- Intensive Case Management Initiative (ICMI)
- Crisis Response Program (CRP)
- Youth and Family
- Catchment Youth Refuge
- Darebin Assertive Community Outreach (DACO)
- 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:**

The Connections Program formed with the bringing together of two of the Agency’s 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). The Commonwealth now jointly funds the Connections Program through the Commonwealth Home Support Program (CHSP). This program is continuing to evolve its service model and strategies for

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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 seven workers, including the Program Manager. 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 workers' participation in professional development.

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, addressing social isolation, facilitating consumers' engagement with the program and 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 follow Merri Outreach Support Service policies and procedures, and to work in a manner that is 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.

## **2. Key Responsibility Areas - under the direction of the Program Manager - Connections**

### **2.1 Consumer Services:**

- Actively identify and deliver support to new clients by employing the program's 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.

### **2.2 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 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.

### **2.3 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.

**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 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.

**2.5 Accountability:**

- Work in accordance to Merri Outreach Support Service’s Policy and Procedures.
- Practice consistent with Home Care Standards and Human Services Standards and ISO 9001:2015 Quality Management System.
- Be responsible to the Team, Program Manager, General 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.

### 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 in the provision of case management to disadvantaged and marginalised consumers.
- 3.3 Demonstrated experience and understanding and commitment to supporting diverse communities, for example, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ and people with disabilities.
- 3.4 A demonstrated knowledge of the aged and disability service systems and the public housing sector. Experience would be advantageous.
- 3.5 Experience and commitment to community development and consumer participation.
- 3.6 Highly developed team work skills and the demonstrated ability to work independently.
- 3.7 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
- 3.8 Experience and knowledge of working in the community sector would be advantageous.

### 4. Additional Information

**Office** This position is based at 22 Lakeside Drive, Broadmeadows. Altered service delivery models are currently in place in response to the COVID-19 pandemic, however the team has an increased office presence.

**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. Application process and contact information:**

For more information about the position please contact: **Clint Marion 0423 605 607**. 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 5 July 2021. Please forward applications to:

Tony Littman, General Manager  
Merri Outreach Support Service

Email: [careers@merri.org.au](mailto:careers@merri.org.au)