

POSITION	Outreach Case Manager 0.8 FTE/4 days per week, 6 month contract
LOCATION	Crisis Program, Broadmeadows
CLASSIFICATION	Social and community services employee Level 5.1, plus above award conditions, Fair Work Australia equal remuneration decision, National Employment Standards
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010, Social and community services employee Level 5 Merri Outreach Support Service ENTERPRISE AGREEMENT 2018
REMUNERATION	Generous over award entitlements including paid lunch break. Immediate access to salary sacrifice
FUNDING	Department of Families, Fairness and Housing (DFFH)
UNION	Australian Services Union (ASU)
REPORTS TO	Crisis Program Manager, General Manager and CEO
APPROVED BY	Hardeep Saini, General Manager
DATE APPROVED	24 / August / 2023
SIGNED	_____

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 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 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:

- Hume Program – transitional support
- North and West Regional Children’s Resource Program
- Bright Futures – Homeless Children’s Specialist Support Service
- Connections Program (CP)
- Transitional Outreach Support Team (TOST)
- Banyule Housing Support
- Intensive Case Management Initiative (ICMI)
- Crisis Response Program (CRP)
- Darebin Assertive Community Outreach (DACO)
- Youth and Family
- Catchment Youth Refuge
- 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 core function of the Outreach Case Manager is to provide case management to individuals and families who are homeless or at risk of becoming homeless. 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.

Support programs at MOSS utilise a team case management approach, as opposed to 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 database 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.

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, and referral to 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 caseload, 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 levels 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 that will facilitate improved access for this target group ideally without the 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 that 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 that 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 the 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 with 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, Team Leader, Operations Managers, and CEO.
- Actively participate in team case planning meetings.
- Attend monthly Agency meetings.
- Adhere to the MOSS Delegation of Financial Authority amounts
- Actively participate in scheduled supervision with the Program Leader.
- Submit timesheets and leave application forms within the 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 disabilities.
- 3.5 Highly developed teamwork 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 22 Lakeside Drive, Broadmeadows

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

Website 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 cooperating 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, well-being, and inclusion of all children and is committed to practices that 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 **Natasha Wynd: 0407 570 540**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au
Applications should include a cover letter, resume, and responses to the key selection criteria.
The closing date for applications is **9am, Monday 11 September 2023**