



The Salvation Army (TSA) – Australia Eastern Territory

Save Souls, Grow Saints and Serve Suffering Humanity

"the love of Christ compels us.." 2 Corinthians 5:14.

POSITION DESCRIPTION – Case Manager – Transitional Accommodation Services

CORPS/CENTRE/DEPT: Oasis Youth Support Network

DIVISION: THQ

REPORTS TO: Program Manager

DIRECT REPORTS: Volunteers

PURPOSE: Provide intensive assistance and support to young people living within Oasis Youth Support Network's transitional accommodation services. Assistance will be provided to each young person on an individual basis and will provide them with support to build and maintain connections to enhance their lives. Young people will be supported to work towards independence and building connections within the community.

ARMY MISSION STATEMENT: The Salvation Army is an international movement and an evangelical branch of the Christian Church. Its message is based on the Bible and its ministry is motivated by love of God. The mission is both spiritual and practical, encompassing the preaching of the Gospel of Jesus Christ and the alleviation of human suffering and distress without discrimination.

AUTHORITY: Petty Cash

CLASSIFICATION: Social, Community Home Care & Disability Services Industry Award – Crisis Accommodation Services Employee Level 2

SOCIAL/GENERAL: Social

STATUS: Full-Time (38 Hours)/Part-Time/Casual

DUTIES	EXPECTATIONS
<p>Case Management</p> <p>Case Management is provided to:</p> <ul style="list-style-type: none"> • Clients of Oasis Transitional Accommodation Service (OTAS). • Early Intervention Clients – ensure that low-needs young people are engaged with a focus on preventing their entry into the homelessness system, provided with immediate support to maintain their current accommodation and/or rapidly re-housed <p>Duties include but are not limited to:</p> <ul style="list-style-type: none"> • Assist in the creation of a positive environment within the services which promotes the physical, emotional, spiritual & social development of young people • Ensure the young people are not subjected to any form of abuse or discrimination, in particular, bullying or the threat of bullying. • Through appropriate activities & strategies identify, build rapport & engage with young people in order to respond to their immediate and longer term needs & offer appropriate case management support within a client focussed, Trauma Informed Care framework & empower them to achieve their identified goals. • Liaise with government & NGO’s in the assessment & implementation of young people’s case plans as required, including client centred case conferencing • Create & maintain all required record keeping, including client files, statistics, financial records, monthly reports & other administrative records. 	<ul style="list-style-type: none"> • Coordination of initial referral & assessments of Transitional Accommodation Services clients is quick & thorough, & case plans developed have clearly defined goals & timelines including assessment of Early Intervention needs • Evidence of positive benefits achieved through effective case management plans • Evidence of a flexible, proactive, and client centred approach to case management. • Evidence of employing trauma-informed engagement techniques for young people • Ensure policies & procedures regarding cash handling & banking are followed • All required record keeping, including client case notes, is conducted in a timely & professional manner and in accordance with TSA SAMIS guidelines and policies • Positive feedback is received from clients, staff & other stakeholders • Ensure all Oasis policies & procedures are complied with • Evidence of risk assessment, incident reporting and adverse event recording in SAMIS, • TSA Code of Conduct, and all appropriate boundary and safety measures.

DUTIES	EXPECTATIONS
<ul style="list-style-type: none">• Communicate effectively & develop positive rapport with staff, clients, volunteers & other people accessing the service.• Regularly review and provide feedback to management on protocols & referral processes with other key services. <p>Transitional Accommodation & Outreach Housing</p> <ul style="list-style-type: none">• Provide an effective case management service for clients residing in Regent St., Francis St. & Outreach Housing, including conducting individual assessments and establishing appropriate case plans, case conferencing, tenancy support, and exit planning.• Work towards maintaining a high level of new referrals of clients into the OTAS program,• through service connections and promotion of Oasis services.• Coordinate the collection of client fees & other monies.• Work with other staff to ensure all facilities are maintained in a clean & functional condition.	

DUTIES	EXPECTATIONS
<p>Life Skills Development</p> <ul style="list-style-type: none">• Implement, coordinate & support living skill programs and related training for young people living within the OTAS program & assist in ensuring the programs continue to be relevant to the needs of the participants & in ensuring access for participants to relevant services, support options both within TSA Network & external agencies & advocate as appropriate.• Assist in the development and review of existing and new Living Skill programs within OTAS to ensure service delivery adapts to the changing needs of the client group.	<ul style="list-style-type: none">• Evidence of contribution to & delivery of individual & group activity programs that meet the changing needs & interests of clients.• Client feedback and reviews demonstrate continual development of life skills.• Timetable of activities are adhered to at all times.• Evidence of supportive relationships with participants & other service providers within the values and ethos of TSA.• Positive feedback is received from clients, staff & other stakeholders about programs.

ESSENTIAL QUALIFICATIONS & EXPERIENCE:

- An appreciation of and the ability and willingness to promote and support the values and ethos of The Salvation Army.
- Tertiary qualifications (minimum Diploma) in Youth Work, Community Services, Social Work or related discipline.
- Demonstrated work experience (min. 3 years) in youth services, case management, homelessness, health, addiction, or other related welfare fields.
- Knowledge & understanding of youth homelessness & relevant health, addiction & welfare issues & appropriate intervention strategies, and the ability to demonstrate this knowledge in the context of a strengths-based case management approach to support.
- Criminal History Check & Clear Working with Children Check
- Current NSW Driver's License.
- Minimum 3 years case management experience.
- Demonstrated experience and working knowledge of the community services sector in NSW, with a specific emphasis on homelessness and family/domestic violence (including issues, trends, resources & services etc.).
- Demonstrated experience in building and maintaining collaborative relationships with key service providers.
- Experience working with people from culturally and linguistically diverse backgrounds and religions.
- WHS – knowledge of work health safety obligations and to practice these in the workplace in line with TSA policy & procedures and legislation.
- Professional development required to maintain skills for the role.

DESIRABLE QUALIFICATIONS & EXPERIENCE:

- Experience with SAMIS (or similar record management systems).
- Experience in or understanding of the Trauma Informed Care approach.

- Current Senior First Aid Certificate.

SKILLS and Behaviours:

- Ability to develop & maintain rapport with young people
- Demonstrated effective verbal & written communication, listening & networking skills
- Strong organisational and time management skills. Ability to work well under pressure.
- Ability to work independently and as part of a multi-disciplinary team.
- Strong problem solving, decision making and evaluation skills.
- Demonstrated ability to deal with unpredictable situations and behaviour.
- Demonstrated commitment to quality customer service and continuous improvement strategies.
- Energetic and flexible with a positive attitude.
- Ability to critically reflect on professional practice and attitudes.
- Solid level of computer literacy (MS Office, IBM Lotus Notes, SAMIS)

OTHER RELEVANT INFORMATION:

- Willingness to undertake further training for professional development.
- Flexibility with work hours to meet the operational requirements of the position.
- Willingness to work within a Trauma Informed Care framework

We have carefully reviewed the Position Description and are satisfied that it fully and accurately describes the requirements of the position.

Manager/Officer: _____

Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that:-

- This Position Description details the accountabilities of the role and provides an indication of the current duties and task that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role.

Employee:

Name: _____

Signature: _____

Date: _____