

<p>POSITION: Case Manager Level 5, WORK AREA: Men’s Accommodation & Support Services</p>	<p>REPORTING TO: Coordinator</p>
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SCHEDULE OF DUTIES

Provide services to clients (in accordance with existing guidelines, standards and procedures) and undertake a range of functions which meet program objectives and deliver identified outcomes for EveryMan Australia.

KEY RESPONSIBILITIES

<p>Program delivery</p>
<ul style="list-style-type: none"> • Provide services to men, their partners and families who have been referred to EveryMan programs. • Develop and implement individual case management plans for clients which are based on EveryMan’s needs assessment and client consultation practice. • Assist clients to achieve case plan outcomes, review and monitor progress with regular scheduled visits. • Report concerns about clients or changes in circumstance to the Senior Manager and Coordinator. • Implement EveryMan policies and procedures, agreed decisions and directions in a timely manner. • Record relevant data in client files in a timely and accurate manner using the SHIP system. • Establish and maintain network of relevant community and government agencies.
<p>Client services</p>
<ul style="list-style-type: none"> • Deliver services which addresses the complexity and diversity of client needs, including culturally and linguistically appropriate options. • Maintain a regular schedule of home visits and other contact with clients as indicated in the current case plan. • Ensure clients understand their rights and entitlements and assist to identify their support needs. • Provide advocacy, information and referral, support and intervention to ensure clients receive suitable support for financial, mental health, disability, domestic and family violence, drug or alcohol use, and legal/justice matters. • Act to ensure the safety of any person where risk is disclosed or identified during service provision. • Ensure client grievances or complaints are responded to promptly and managed in full compliance with EveryMan policy, procedures and standards. • Maintain client confidentiality and privacy in data collection and record-keeping. Where consent to disclose information has been given, ensure that service users are advised of the occurrence and content of disclosures to authorised parties. • Assist with developing and implementing exit plans for clients, including suitable transition plans based on assessment of post-support needs.
<p>Organisation</p>
<ul style="list-style-type: none"> • Have a sound knowledge of EveryMan’s structure, policies, procedures and programs. • Assist with meeting Service Funding Agreement service performance and client outcomes requirements. • Maintain high standards of work practice which meet EveryMan service requirements and promote a professional culture. • Assist with the collection of statistics and feedback used for service evaluation. • Maintain a positive profile with the program’s funding body and foster collaborative relationships with government departments and other community service organisations. • Observe WH&S and EEO requirements and be familiar with EveryMan ’s Industrial Democracy Principles.

KEY CAPABILITIES

Being professional
<ul style="list-style-type: none">• Proactive in assessing need for guidance, advice and support to develop professionally and to improve effectiveness in specific workplace contexts• Receives and implements direction and coaching willingly and with minimal supervision• Actively adheres to internal/organisational systems and processes• Observes professional boundaries and standards• Works collaboratively with other organisations to achieve client outcomes• Acts with integrity and maintains confidentiality• Applies the Integrated Practice Model (IPM) in client and organisational matters• Demonstrates effective time management, planning and prioritising• Takes ownership and responsibility for achieving results and personal productivity• Written and verbal communication is pitched appropriately, accurate and professional
Delivering service
<ul style="list-style-type: none">• Uses sound understanding of principles and practice of client-focussed case management to develop and implement support services based on consultation, assessment and analysis• Strategic outcomes-focussed practice identifies and responds to client issues and requirements• Uses personal style strategically in response to client needs and behaviours• Works in a sensitive and impartial manner with clients with challenging and complex needs• Demonstrates appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence• Uses initiative and problem-solving skills to overcome obstacles and impediments• Has sound knowledge of support options, providers and organisations relevant to client population and how to access them,• Builds networks within community sector which promote EveryMan programs, act as effective referral pathways, and enhance service quality for EveryMan clients.
Working in teams
<ul style="list-style-type: none">• Manages team dynamics for optimum outcomes, and supports colleagues to maintain productive relationships• Involves others in decision-making and negotiates for optimum outcomes• Supports team culture of mutual accountability for quality of practice and compliance with policy• Demonstrates respectful awareness of diversity and sound inclusive practice skills• Takes initiative in supporting colleagues where active listening and empathy is required• Shares skills and knowledge• Acquires skills in emerging technology and supports other team members with learning
Contributing to the organisation
<ul style="list-style-type: none">• Develops and manages relationships with staff of external stakeholders• Professionally represents and advocates for the organisation• Promotes awareness of key work area issues in community networks• Demonstrates commitment to social justice and social inclusion• Adheres to organisational governance and compliance imperatives• Manages work practices for the health and wellbeing of staff and complies with WHS requirements and responsibilities.
Co-ordinating and managing
<ul style="list-style-type: none">• Identifies and proposes/recommends new relevant programs• Develops and implements work plans and targets to support implementation of strategic plan• Manages contracts and ensures contractual obligations are met