



## MASS Case Manager Level 5 – Selection Criteria

### Essential:

- Qualifications in Counselling, Social Work, or related field (or completing)
- Lower level qualifications with extensive relevant community sector experience
- Professional understanding of roles and functions across the community services sector, government agencies and statutory authorities, including the criminal justice and child protection systems, and corrections, legal, mental health, disability and other services relevant to men at risk of homelessness because of high and complex support needs
- Previous experience in case management and case work, or experience commensurate with role and responsibilities of a case management position
- Demonstrated ability to work sensitively and impartially with individuals with higher-end high and complex support needs, and with their partners and families
- Professional experience working with people from a trauma informed perspective  
Demonstrated experience in work practices which are respectful of the issues and needs of women and children, particularly where risk of domestic and family violence is present
- Demonstrated experience in working with individuals and families from Indigenous or diverse cultural and linguistic backgrounds
- High level organisational, time management and administrative skills
- Current driver's licence and use of an insured private vehicle for work purposes
- Current ACT Working with Vulnerable People registration (or pending)
- Knowledge of and commitment to WH&S, Industrial Democracy, Equity and Diversity and Duty of Care principles, policies and procedures
- Commitment to undertake professional development & training as required to meet industry standards

### Desirable:

- Demonstrated ability to form collaborative relationships with staff of government agencies and community service providers
- Experience working directly with people living with disability/ mental illness, and those from LGBTIQ, First Nations and Culturally and Linguistically Diverse communities
- Experience in working with cloud-based client information systems and other software as service platforms
- Experience of working within a multidisciplinary team
- Experience of working within an evidence-based framework and commitment to evaluation