



**Caroline  
Chisholm  
Society**

*Supporting pregnancy, children and families*

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### **Position Description**

Homelessness and Family Services Case Manager (SACS Level 5)

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#### **The Caroline Chisholm Society**

The Caroline Chisholm Society (the Society) provides a range of support and assistance services to pregnant women and parents with young children. It delivers services that respond to the needs of families and supports them to achieve and maintain a safe and nurturing environment.

The Society's values are respect for life, compassion and caring, social justice, empowerment, recognition of diversity, and accountable best practice. Our services are characterised as having a child focus and being family centred, being flexible and responsive, acknowledging the expertise of family, providing positive pregnancy support, connecting families with communities and promoting safety.

Information is available at [www.caroline.org.au](http://www.caroline.org.au), in our constitution and in our annual reports.

#### **Nature of the role**

The Homelessness and Family Services Case Manager at the Caroline Chisholm Society will pilot a new dual role working with families with young children (aged 0-5). The first part of the role is outreach support for families in transitional housing. The second part is to respond provide support for families referred through ChildFirst. This role will also work to provide communication between the child and family services and homelessness organizations.

Working closely with all stakeholders, the Homelessness and Family Services Case Manager is charged with:

- upholding and promoting the values and objectives of the Society,
- homelessness and family services case management at a senior level, with the ability to respond to complex cases, work autonomously, meet mandatory requirements of and support colleagues with the homelessness service system, and undertake record keeping with limited oversight, as well as senior single session and short term case work as required,
- program development, including following and proposing changes to policy, quality assurance processes, and evaluation of both program areas (transition support and welfare appointments),
- leading liaison between sectors on behalf of Caroline Chisholm Society, and
- continuous professional development.

All caseworkers at the Caroline Chisholm Society work to create a supportive and welcoming environment to respond to the needs of pregnant women and young families. This may also include answering the telephone, responding to those who enter the building and working from an alternative office.

#### **Accountabilities of the Homelessness Case Manager - Pregnancy and Parenting**

The Homelessness and Family Services Case Manager reports to the Manager Pregnancy and Family Services with whom they discuss a work plan and targets from time to time. They are supervised in relation to case management by a senior practitioner.

All tasks are to be completed within practice guidelines, standards, policies and procedures, taking into account any agreements with partner agencies and relevant legislation.

The Pregnancy and Family Services Case Manager - Homelessness (SACS Level 5) is accountable for:

1. *Promoting the values of the Caroline Chisholm Society, with particular reference to expectant and new mothers:* For example, by carrying out casework consistent with the values, mission and

objectives of the Society and being willing to speak publicly about the work of the Caroline Chisholm Society in the homelessness sector.

2. *Independently delivering and developing specialist homelessness services:* For example:
  - a. with regard to delivery, the role is required to achieve 13 episodes of support per year. It also assists families by making assessments of risk factors present within a family consistent with homelessness frameworks and guidelines, preparing plans, understanding and practicing principles of diversity, including when working with people from CALD and Indigenous backgrounds, presenting clients when necessary in supervision and maintain client records and confidentiality,
  - b. with regard to program development, by proposing innovations that are informed by best practice research and participating in QA processes;
3. *Independently managing family services cases:* For example:
  - a. With regard to delivery, the role is required to achieve targets set by Caroline Chisholm Society policy. It also assists families by making assessments including of risk factors present within a family in relation to the Best Interest Framework, preparing Family Action plans, understanding and practicing principles of diversity, including when working with people from CALD and Indigenous backgrounds, presenting clients when necessary in supervision and maintain client records and confidentiality.
4. *Leading, communicating and providing an example of good conduct in the workplace:*
  - a. Establish and maintain strong collaborative relationships and partnerships with Government Departments, and other key stakeholders.
  - b. Contribute to the testing, refinement, and continuous quality improvement of the service models, to ensure further development.
  - c. Contribute to an effective multi-disciplinary team by proactively participating in staff meetings, training and supervision sessions.
  - d. Completing administrative tasks and reports, creating a welcoming environment for clients, volunteers and others staffed by appropriately qualified staff, collecting statistics.
5. *Developing as a professional:* For example, by participating in networking and training.
6. *Other duties:* A line manager may within reason request other duties which are auxiliary and peripheral to normal duties.

### **Key Selection Criteria**

The successful candidate will have responded to each of the following criteria:

1. Values: Share and promote the values and objectives of the Caroline Chisholm Society
2. Homelessness and tenancy:
  - a. Extensive experience in homelessness case management,
  - b. Demonstrated understanding of mandatory requirements of the homelessness service system and understanding of specialist programs within and external to the homelessness service system,
  - c. Demonstrated understanding of Quality Assurance, the relevant standards, and how they impact on practice, and
  - d. Knowledge of Victorian tenancy laws.
3. Communication and partnership:
  - a. Demonstrated high level of interpersonal and communication skills,
  - b. Proven capacity to influence and negotiate, and to build and maintain effective relationships with government departments, key stakeholders and communities, and
  - c. Capacity to work effectively cross sector and help build a multi-disciplinary team.
4. Pregnancy and Parenting: Understanding and willingness to learn about pregnancy and parenting.

5. Operations: Proven capacity to organise, plan and prioritise, ensuring client and program outcomes are met in a timely manner.
6. Development: Experience and understanding of program evaluation processes.

Appointment is subject to holding relevant tertiary qualifications, a current drivers licence, and successful conclusion of a police records and working with children check.

#### **Conditions of employment**

- EFT: 1 (76 hours per fortnight)
- Tenure, salary and benefits:  
Packages are commensurate with experience and flexible working arrangements are available to be agreed between the incumbent and the CEO.  
All full-time and part-time Society employees may choose to package their salaries which may result in tax advantages to the employee.  
Full-time staff at Level 5 and below can agree to work 8 hour per day in order to accrue one scheduled day off per month.
- Location:  
977 Mt Alexander Road, Essendon with some servicing of 1 Darebin Place, Caroline Springs

#### **Conditions to be negotiated**

Incumbent	Vacant
Position Title	Homelessness and Family Services Case Manager
Classification under the Social, Community, Home Care and Disability Services Industry Award 2010	Social and Community Services Employee Level 5, Pay Point 1
EFT:	1 (76 hours per fortnight)
Contract end date:	Ongoing
Other conditions:	Consistent with the Social, Community, Home Care and Disability Services Industry Award 2010