

Position title	Case Support Worker	Reference	CSW-HSS-ASP
Award & Classification	SCHADS Award Level 4	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Team Leader/Senior Program Manager
Location	Alice Springs	Program	Housing Support Services
Section	Housing Support Services	Cost Centre	6635
Approved	Executive Manager – Homelessness and Social Inclusion	Date	23 November 2016
Comment			

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

As Case Support Worker you will support clients of Anglicare NT's Housing Support Services who are experiencing homelessness or housing crisis to achieve sustainable tenancies through:

- (a) High quality case management to address underlying causal factors of homelessness
- (b) Tenancy skills development training provided on an opportunistic basis to build understanding of the rights and responsibilities of tenants, to develop strategies to meet tenancy obligations and to gain skills to maintain a safe, healthy living environment.

Anglicare's Housing Support Services include:

- Transitional Housing Program. This program supports people experiencing homelessness who are on the public housing wait-list. To enable their participation in the program accommodation is provided. There are 17 one bedroom units at 10 Bath Street for singles and couples and 27 two bedroom units at 107 Bloomfield Street for families with children.
- Tenancy Support Programs. These programs provide support to tenants in urban dwellings and town camps to assist clients establish successful tenancies and reduce risk of eviction
- Community Housing Program. A Community Housing Program to provide long-term affordable housing will soon be implemented.

The will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a tertiary qualification in an appropriate discipline with 2 years experience in Community Services. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome
4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

KEY SELECTION CRITERIA

1. Prior experience in casework and working within a case management framework with individuals and families.
2. Ability to work collaboratively with stakeholders such as Dept Housing, Family and Children's Services and schools on issues of concern.
3. Well-developed verbal and written communication skills.
4. Computer literacy and the ability to use data collections systems.
5. Demonstrated willingness to participate in supervision, reflect on practices, review performance and adhere to work plans and reasonable workplace directives.
6. High level of discretion and sound judgment, with confidential and sensitive information.
7. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
8. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. **Accountability:** Specific

- Provide a strengths based, culturally safe and child friendly case work service.
- Provide case management support to clients to address identified need.
- Deliver life skills training as an integral component of the case management process.
- Collaborate with team members to ensure a well integrated and supported service is provided and participate in working groups that provide an additional focus on areas such as Early Childhood, Domestic Violence or Employment.

Responsibilities:

- Support clients through a case management process, including intake, assessment, case planning and referrals ensuring thorough safety and risk audits have been undertaken in terms of family violence/child protections considerations.
- Deliver tenancy skills development/life skills training to clients.

- Develop and maintain effective working relationships with other organisations and individuals to facilitate referrals and contribute to service growth and development.
- Record up-to-date contact notes, maintain files, input data and undertake routine administrative duties as required.
- Participate in team meetings and team development, contributing to a supportive and collaborative team environment.
- Participate in a focus or working group. Examples of working groups include the Life Skills training reference group and Greening 101 work to promote environmental sustainability in the office and in client support. There are also opportunities to represent Anglicare in interagency networks and reference and action groups.

2. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).