

## Team Leader – Case Management

### Position Description

---

|                                   |  |
|-----------------------------------|--|
| <b>Position Title</b>             | Team Leader Case Management  |
| <b>Reports To</b>                 | Regional Manager, Case Management  |
| <b>Base Location</b>              | TBA  |
| <b>Primary position objective</b> | The Team Leader – Case Management position is primarily responsible for the effective case management and coordination of people experiencing or at risk of homelessness. This role leads a small team in holistic client centred support. The purpose is to keep the team functioning and focused on clients. |

### St Vincent de Paul Society

The St Vincent de Paul Society is a lay Catholic volunteer-based organisation that makes a real difference to the lives of people who are forced onto the margins of society. The Society has been working in communities in New South Wales for 131 years. Our members live and work in these communities and are there for the long-haul, helping people rebuild their lives in any way possible.

Our Conferences and services are busier than ever, as more and more people struggle to make ends meet, and cope with the demands of modern day life. Through home visitation, a tradition that has stood the test of time for 150 years, Conference members visit people in their homes, providing support, friendship and material assistance. Importantly, members also visit people experiencing deep isolation and loneliness in hospitals, prisons and detention centres.

Through our Retail Centres, we not only provide a visible port of call for people experiencing hardship, but also raise crucial funds that are injected straight back into the local community to help those people most at risk of falling through the cracks.

The Society continues to address inequality and injustice through a range of services including: homeless services; education and recreational programs; domestic violence services; assistance to migrants and refugees; clothing and assistance centres; mental health programs; vocational services for people with a disability; drug, alcohol and gambling counselling services; financial counselling; disaster recovery; rural services and food vans.

Many people's lives are pulled apart by social and economic structures that exclude them from participating fully in their community. By working with people and empowering them, the Society assists people to build the skills and capacity for sustainable change in their lives.

### Organisational Overview

SVDP NSW Support Services provides support for people experiencing or at risk of homelessness in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of 15 plus different programs across the state. SVDP NSW Support Services cares for single men and women, women and children, two parent families, men with children and young men and women who are experiencing or at risk of homelessness. All our services provide case-management and advocacy for each client.

## Duties and Responsibilities

### Supervision and Leadership

- To provide supervision, guidance and leadership to case management services across a broad spectrum of clients in community based support and based in our Support Services accommodation.
- Foster a service culture characterised by partnership and collaboration both within the team and across the Service and other stakeholders and clients
- Manage various internal and external stakeholder relationships
- Be involved in continuous quality improvement activities e.g. accreditation, review of policies and procedures
- Understand budget parameters and where possible present possible strategies for improvement
- Provide written reports and statistics on activities as requested by the Regional Manager.
- Lead good WHS practice in the team
- Maintain and update information on client databases

### Client

- Providing case management that is client focused, socially inclusive, non-judgemental and empowering underpinned by best practice principles.
- In conjunction with each client, and using all relevant assessments, developing goal orientated case plans relevant to the specific needs of the individual and to his/her recovery stage.
- Documenting all case manager/client interactions.
- Using information gained during intake and using this and other relevant material to assist ongoing assessment of client needs.
- Support and assist client in a way that promotes independence, empowerment and prevents a return to homelessness.
- Providing a multidisciplinary and integrated approach to case planning clients, this includes working with other staff as well as staff from other agencies and services involved in a client's care and support.
- Maintain confidentiality according to the service's policy and procedure.
- Conducting regular case plan reviews with clients
- Providing client referrals to a range of appropriate services.
- Providing informal counselling and emotional support to clients.
- Advocating for clients where necessary, including government departments, courts and other service providers.
- Assisting clients with living skills and community engagement where appropriate.

### Team / Society

- Maintaining a broad understanding of state and federal government policies, that have a direct impact on the delivery of services to homeless/addicted people and, as directed, assisting the Regional Manager in responses to any government reviews or changes.
- Maintaining good relationships with other bodies that interact with SVDP Support Services and its clients.
- Maintaining an allocated case load (which is distributed by the Regional Manager)
- Contribute to Policy Development.
- Attend and actively participate in Staff Meetings.
- Providing weekly case work report to Case Work Services Coordinator and attend regular supervision.
- Perform other duties as may be requested from time to time;

## Employee

- Keeping up to date with current and leading client management practices in order to provide or facilitate innovative and effective case working practices.
- Participating in training workshops.
- Adhere to all SVDP WHS safety policies and procedures and meet WHS legal obligations.
- Work in a collaborative manner with the staff team.
- Participate in the annual appraisal process.
- Working within the SVDP NSW Support Services Code of Practice and SVDP Code of Conduct.

## **Essential Criteria**

- Qualifications in Social Work/Social Science/Community Welfare or other relevant field or equivalent work experience
- Knowledge of case management principles especially trauma informed care practices
- Possess good negotiation and conflict resolution skills
- Experience in supervisory role and understanding of administrative, accountability and data management processes
- Capacity to coordinate and project manage multiple projects
- Good communication skills including negotiation and conflict resolution skills
- Highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people
- Demonstrated customer service skills
- Knowledge of, and an ability to access, a range of relevant community resources, particularly in the areas of drug and alcohol rehabilitation, mental health, legal assistance, income support, employment service providers, training and accommodation.
- Demonstrated ability to work as part of a team and to work independently and unsupervised.
- An ability and commitment to maintain an ethical, non-judgmental, attitude towards clients and staff
- Sound knowledge of WH&S legislation as it relates to the workplace.
- Understanding of child protection issues, legislation and requirements.
- Understanding of homelessness issues and its effects
- Willingness to work within the ethos and vision of the St Vincent de Paul Society.
- Sound knowledge of the social, community and private rental housing market in NSW.
- Ability to use sound judgement and act appropriately in crisis and emergency situations
- Demonstrated experience in managing a caseload and case planning, including people with complex and/or high-level needs
- Current First Aid certificate
- Current NSW driver's license
- Proficiency with computers and industry-related software is required.

## **Desired Criteria**

- Understanding of child protection issues, legislation and requirements
- Experience in report writing
- Proficiency with computers and industry-related software is required.
- Current working knowledge of SHIP database.

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer.*