

# Tenancy Plus Case Manager Position Description

## Role Details:

<b>Position Title</b>	Tenancy Plus Case Manager
<b>Reporting to</b>	Team Leader
<b>Liaises with internally</b>	All staff
<b>Liaises with externally</b>	Clients, Service Providers, Department of Health & Human Services; Social Housing providers and VCAT.
<b>Supervises</b>	Nil
<b>Purpose of the Position</b>	<p>The Tenancy Plus Case Manager is primarily responsible for the provision of support, promoting self-determination and advocacy to Social Housing tenants. The Tenancy plus worker will assist new tenants with a high level of complexity with support to establish and sustain their tenancy. Intervene when tenancies are at risk, by providing individualised support to stabilize the tenancy and reduce the risk of the tenancy breaking down.</p> <p>The Case Manager is also responsible for providing case management services to Transitional Housing tenants living in properties designated to the APTCH program. The aim of the program is to establish a successful tenancy within Transitional Housing addressing barriers that resulted in previous housing breakdown and led to homelessness.</p>
<b>Hours</b>	Full time
<b>Salary/Rate</b>	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 4
<b>Essential Criteria</b>	<ol style="list-style-type: none"> <li>1. Qualifications and/or experience relevant to the role</li> <li>2. Well-developed communication, advocacy and negotiation skills</li> </ol>

	<ol style="list-style-type: none"> <li>3. Proven experience in a client focused role with the ability to deliver a high standard of customer service and meet the needs of complex clients</li> <li>4. Highly developed administration skills including the sound application of database management programs and MS Office/Outlook</li> <li>5. Proven ability to manage time effectively, including prioritising tasks and meeting deadlines</li> <li>6. Ability to understand, interpret and apply relevant legislation including Privacy, Anti-Discrimination, and Equal Opportunity during the course of daily work</li> <li>7. Ability to understand, interpret and apply relevant legislation including Privacy, Anti Discrimination, Equal Opportunity during the course of daily work.</li> <li>8. Current Driver's License</li> </ol>
<b>Preferred Criteria</b>	<ol style="list-style-type: none"> <li>1. Knowledge of the public, private and community housing sectors</li> <li>2. Understanding of the RTA</li> </ol>
<b>Behaviours Required</b>	<ol style="list-style-type: none"> <li>1. Team Work</li> <li>2. Equality, honesty, integrity</li> <li>3. Being motivated</li> <li>4. Loyalty to the job and the organisation</li> </ol>
<b>Key Performance Indicators</b>	<ul style="list-style-type: none"> <li>• SHIP status updates and validation of data to be completed for the prior month by the 6<sup>th</sup> of the following month. (100% of the time).</li> <li>• Every engaging client has a client centred individualized case plan on SHIP (100% of the time)</li> <li>• Achieve the annual target of 34 (minimum) open support periods for Establishing Successful Tenancies/Intervene when Tenancies are at Risk</li> <li>• Achieve the annual target of 10 (minimum) for Advocacy support</li> <li>• Outcomes Star Assessments completed for each agreeable client and recorded (100% of the time)</li> <li>• Every client to be provided with a BeyondHousing feedback form and recorded in SHIP</li> <li>• All contact with clients is to be recorded in SHIP, with the expectation of minimum weekly contact with a client that can be in person, via phone, post or attempted contact and fortnightly face to face contact a minimum (document all attempts at contact)</li> <li>• Maintain accurate and appropriate data, including case notes being entered on SHIP within two working days of contact with the client (100% of the time)</li> <li>• Complete an off-site check prior to completing a home visit to a new client and documentation uploaded to SHIP (100% of the time)</li> <li>• Follow up contact with client is to be completed to ensure the tenancy has been sustained for six months. Response documented on SHIP</li> <li>• Demonstrate a high level of skill in providing advocacy for clients with landlords and the ability to present a case at VCAT including:</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Learning VCAT processes and legislation</li><li>• Demonstrating a thorough understanding of tenant rights and responsibilities as well as landlord rights and responsibilities</li><li>• Prepare written submissions for VCAT as required</li><li>• Complete relevant and accurate paperwork for VCAT cases as required</li></ul> |
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## Responsibilities:

Responsibilities	Focus Areas	Tasks
<b>Support and Case Management</b>	<i>Effective delivery of case management through a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's holistic needs</i>	<ul style="list-style-type: none"> <li>• Develop the strengths of the client to effectively advocate for themselves</li> <li>• Cultivate a professional working relationship with the client that identifies the client's individual needs, aspirations, expectations and values</li> <li>• Maintain appropriate and professional boundaries</li> <li>• Promote and support the self-determination and independence of the client</li> <li>• Apply a strengths-based approach to all interactions with the client</li> <li>• Support clients to address barriers contributing to housing instability</li> <li>• Provide an effective level of support to assist tenants in sustaining their housing</li> <li>• Assist clients with the establishment of successful tenancies</li> <li>• Provide supported intervention to clients whose tenancy is at risk</li> <li>• Develop a comprehensive understanding of specialist's services and the referral pathways for clients to obtain additional supports</li> <li>• Reduce entry into homelessness service system</li> <li>• Assist client to reduce rental arrears</li> <li>• Provide clients with strength-based client centred case management supported by a holistic case plan and Outcomes Star assessment</li> </ul>
	<i>Advocacy</i>	<ul style="list-style-type: none"> <li>• Advocate for resources, services or support the client would not otherwise be provided</li> <li>• Provide informed and accurate advice to tenants of social housing</li> <li>• Generate within clients an understanding of their rights and responsibilities as tenants</li> <li>• Assist the resolution of individual tenancy issues</li> <li>• Highlight and contribute to debates concerning systemic housing issues</li> <li>• Develop a sound, progressive understanding of the <i>Residential Tenancies Act 1997</i></li> <li>• Advocate on behalf of tenants at Victorian Civil and Administrative Tribunal hearings</li> <li>• Meet client case load targets as determined by BeyondHousing</li> <li>• Assist tenants to participate in decisions to address their housing issues</li> </ul>
	<i>Awareness and Education</i>	<ul style="list-style-type: none"> <li>• Facilitate awareness and education on housing issues amongst both tenants and the broader community</li> </ul>

<b>Service Development</b>	<i>Program Direction and Development</i>	<ul style="list-style-type: none"> <li>• Contribute to the development and evaluation of team plans</li> <li>• Identify service delivery issues and opportunities</li> </ul>
	<i>Participation and Representation</i>	<ul style="list-style-type: none"> <li>• Represent BeyondHousing at relevant forums, meetings and community networks</li> </ul>
<b>Administration</b>	<i>Specialist Homelessness Information Platform (SHIP)</i>	<ul style="list-style-type: none"> <li>• Ensure all client contacts are recorded in SHIP</li> <li>• Maintain accurate, up to date and relevant recording of client file notes and casework data in accordance with legal requirements</li> </ul>
	<i>General Administration</i>	<ul style="list-style-type: none"> <li>• Complete administrative requirements associated with job tasks as detailed</li> </ul>
<b>Contribution to BeyondHousing</b>	<i>Broad activities of BeyondHousing</i>	<ul style="list-style-type: none"> <li>• Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation</li> <li>• Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values</li> <li>• Adhere to human resources policies including anti discrimination, Code of Conduct, harassment and equal opportunity policies</li> <li>• Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment</li> <li>• Display a positive attitude, treat others with respect and be an active member of the team</li> <li>• Attend and participate in regular performance review sessions with your Manager</li> <li>• Attend and contribute at team and all of staff meetings</li> <li>• Follow lawful direction provided by senior members of the team</li> <li>• Adhere to the Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working With Children Check.</li> <li>• Abide by relevant legislation including; Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings</li> </ul>

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Name

Date

### Instruction for staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This is a living, breathing document and may change with the needs of the Business. Please keep the Manager informed if you have any changes in the position.

### Instruction for managers

1. Provide a copy of the Position Description with the letter of offer.
2. Copy the signed copy of the Position Description and give to the Staff Member.
3. Provide HR with Position Description
4. Place the signed copy of the Position Description on the staff file.

