

# Team Leader, Case Management – Deniliquin

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Regional Manager, Homelessness and Housing Services – South / West
<b>Direct reports:</b>	Case Worker/s
<b>Location:</b>	South and West region – Deniliquin location.
<b>Primary position objective:</b>	Provide day-to-day leadership for a team of three or more Case Workers to improve the quality and consistency of the case management services provided to clients, and ultimately improve the likelihood successfully and sustainably house clients.

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

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Community Inclusion:** this team is responsible for state-wide management of excellent community inclusion services, including disability services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service innovation and business development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Team Leader, Case Management will:

- Ensure the successful implementation of the Strategic Plan within their team.
- 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 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 able, present possible strategies for improvement.
- Provide written reports and statistics on activities as requested by the Area Manager.
- Maintain and update information on client databases.
- Provide 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, develop goal orientated case plans relevant to the specific needs of the individual and to his/her recovery stage.
- Document all case manager/client interactions.
- Use information gained during intake 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.
- Provide 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.
- Provide client referrals to a range of appropriate services.
- Provide informal counselling and emotional support to clients.
- Advocate for clients where necessary, including government departments, courts and other service providers.
- Assist clients with living skills and community engagement where appropriate.
- Maintain 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, assist the Area Manager in responses to any government reviews or changes.
- Maintain good relationships with other bodies that interact with Vinnies Services and its clients.
- Maintain an allocated case load (which is distributed by the Area Manager)
- Contribute to Policy Development.
- Attend and actively participate in Staff Meetings.
- Provide weekly case work reports to the Director, Homelessness and Housing and Area Manager and attend regular supervision.
- Keep up to date with current and leading client management practices in order to provide or

facilitate innovative and effective case working practices.

- Participate in training workshops.
- Adhere to all Society's 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 Society's Vinnies Services Code of Practice and Code of Conduct.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Effective engagement of members in service.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents in services are minimised.

## Key working relationships

In addition to the Regional Manager, Homelessness and Housing Services – South/West and their direct reports, the Team Leader, Case Management will foster close working relationships with:

- Social and Affordable Housing Fund (SAHF) Officers (Vinnies Services);
- Quality Officer, Housing and Homelessness (Strategy and Governance).

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **People we Serve Centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing

and new services and ways of working.

- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

### **Role-specific criteria**

- Relevant tertiary qualification/s in Social Work/Social Science/Community Welfare or other relevant field or equivalent work experience.
- Demonstrated experience in case management or outreach service delivery experience in the homelessness sector.
- Possess good negotiation and conflict resolution skills.
- Experience in supervisory role and understanding of administrative, accountability and data management processes.
- Highly developed interpersonal skills with an ability to relate positively and confidently with a wide range of people.
- 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.
- Knowledge of child protection issues, legislation and requirements.
- Sound knowledge of the housing and community services sector.
- Proficiency with computers and industry-related software is required.
- NSW driver licence and ability to travel.

### **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience in report writing.