



Position	Case Manager (Community Worker) Northern Sydney Early Intervention Program – Homelessness, full time role/38 hours/ week
Employment period	Immediate start
Employment award	Salary is based on the SCHADS Award Level 4; between \$38.00 to \$42.00 per hour (in accordance with your skills, knowledge, and experience) + Super
Responsible	Providing case management services to a wide range of clients who are at risk of experiencing homelessness
Reports to	Programs Manager
Direct reports	None
Key internal relationships	Programs Manager / The Northern Centre team and colocated partners
Location	West Ryde
Key Results area	<ol style="list-style-type: none">1. Casework2. Service coordination and planning3. Administration4. Professional responsibilities5. WHS

The Northern Centre (TNC) is a public benevolent institution, an incorporated entity, and is a registered charity. We are governed by the TNC Constitution through an elected voluntary Board and our operations are managed by an Executive Officer. The organisation provides a range of place-based services to the communities in Northern Sydney District, specifically in the area of individual and family support, support for children and young people and homelessness early intervention.

The Northern Sydney District Early Homelessness Intervention and Prevention Program (NSDEIPP) is a DCJ funded package through Specialist Homelessness Services (SHS) in partnership with Mission Australia and works with people who are at risk of homelessness to remain safely in their existing housing or secure alternative accommodation.

NSDEIPP is a cross target program working with single women, single men, families as well as young people. It is a non-accommodation case management program and TNC have carriage over the following LGA's: Ryde, Hunters Hill, Lane Cove, Willoughby, North Sydney, Mosman, Kuring-Gai and Epping (Parramatta LGA).

KEY RESULTS AREAS

1. CASEWORK AND CLIENT SERVICES

- Provide the intake and triage of new clients when required.
- Conduct initial risk, needs assessments of clients entering the NSDEIPP service, plan and negotiate the frequency and level of support required to achieve the agreed and desired client outcomes.
- Maintain a caseload and be accountable for the delivery of an agreed quantum of client service activities/outputs.
- Deliver high quality client services reflective of current best practice (client centred, trauma informed, strengths- based and outcomes focused) and consistent with the TNC service policy and program guidelines.
- Provide case management, including assistance to establish a tenancy, referrals, advice and advocacy to clients who are at risk of homelessness or experience homelessness.
- Work with a wide range of client groups including single men, single women, families, children and young people who are considered low, medium or high needs.
- Provide other client support or client centred interventions consistent with funding guidelines and TNC organisational vision.
- Plan and coordinate services (including relevant and targeted referrals) for clients and facilitate cross agency service delivery and case conferences where necessary.
- Provide outreach and community-based services as required.

2. ADMINISTRATION

- Ensure the integrity of client related documentation and data entry procedures, and that information is up to date in client management systems.
- Complete statistical returns and reports as requested by your Manager and participate in research and evaluation projects for the program as required.
- Contribute to smooth and effective operation of the office environment
- Meet Key Performance Indicators (KPIs) pertaining to the role.
- Undertake other duties as required and as directed by the Programs Manager/Executive Officer.

3. WORKPLACE HEALTH AND SAFETY

- Take all reasonable and practical steps to ensure the safety, health and welfare of all employees, contractors and visitors in consultation with other staff and in accordance with relevant legislation and TNC Policy and Procedures.
- Intervene wherever unsafe work practices are observed and report WHS promptly.
- Ensure accident / injury reports are completed in the event of a workplace accident.
- Promote a positive workplace culture that is free of bullying, harassment and discrimination.

4. PROFESSIONAL RESPONSIBILITIES

- Display a commitment and adherence to the TNC Code of Conduct and the principles of professional practice and model these behaviours within the culture of the team.
- Display a commitment to professional development and participate in and support team in supervision and staff development and learning opportunities and meetings as required.



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- Demonstrate a commitment to our client group particularly in ensuring the care and protection of children and young people and act in accordance to legislative requirements of a Mandatory Reporter and organisational ChildSafe polices.
- Uphold the reputation of TNC at all times by modelling professionalism consistent with organisation values and vision.
- Represent the program on local committees, this may include interagency, participation or attendance at working groups, community or sector events.
- Act with non-judgmental, sensitivity and understanding towards others, and acknowledge and respect differences in personal beliefs and values.
- Use and manage resources effectively and efficiently. This includes the use of both material and immaterial resources, such as time.
- Follow TNC policies and procedures.
- Communicate clearly and professionally with clients, staff and volunteers.

ESSENTIAL CRITERIA:

- Relevant tertiary qualifications and previous case work and contract reporting experience
- Demonstrated high levels of motivation and strong interpersonal skills
- Demonstrated understanding of the issues that lead to homelessness and previous experience or ability to identify and navigate affordable housing options in Sydney for clients
- Direct experience and demonstrated skill in supporting client referrals to address client vulnerabilities that include health, mental health, financial literacy and DFV
- Demonstrated knowledge of referral options across Northern Sydney
- Direct experience and demonstrated skill in working with clients facing a range of issues and significant experience working with at least three of the following client groups:
 - People experiencing homelessness, or at imminent risk of homelessness
 - Women leaving DFV
 - Addictions, particularly alcohol, drug and gambling addiction or misuse
 - People experiencing chronic and/or acute mental health
 - At risk and vulnerable young people / single men and single fathers / women and families
- Strong computer literacy skills
- Ability to work after hours on occasion.
- Strong written and oral communication skills
- Understanding of the importance of WHS
- Current driver's license

DESIRABLE CRITERIA:

- Multilingual
- Community Engagement experience in an outreach capacity
- Previous experience working in private real estate or for a Social / Community Housing provider