

## Position Description

<b>Position title:</b>	RAPID Case Manager	<b>Employment Type:</b>	Full time, fixed term.
<b>Reports to:</b>	Manager: Homeless Programs	<b>Award:</b>	Social, Community Home Care and Disability Services Industry award (SCHADS)
<b>Approved by:</b>	Chief Executive Officer	<b>Classification:</b>	Level 4
<b>Direct reports:</b>	0	<b>Effective date:</b>	May 2022

### Role Purpose

The Haymarket Foundation exists to provide opportunities to people who have been marginalised by society. We understand that the people we work with come from a background of complex trauma, and we use this understanding to advocate and deliver multidisciplinary services that are inclusive, safe, and offer freedom of choice.

The role of the RAPID Case Manager is to ensure the Haymarket Foundation delivers rapid response services and outcomes to people over the age of 18 who are either at imminent risk of homelessness or who have recently become homeless. This program is funded by the Department of Family & Community Services as part of a Joint Working Agreement with the Young Women's Christian Organisation (YWCA).

### Delegation of Authority

The RAPID case manager will make decisions and incur expenditure in accordance with the *Delegations of Authority Manual*. Case Managers are responsible for completing a purchase order and/or brokerage assessment prior to purchasing any goods or services for the service in accordance with departmental policies.

### Key Accountabilities

#### Service Delivery

- Provide holistic, adaptive case management services to clients with a focus on achieving long-term, client directed outcomes.
- Respond to referrals (phone and face to face) of clients to the Rapid Response Service.
- Undertake initial intake/assessments for clients in accordance with the Foundation's intake and assessment procedures.
- Proactively assist clients in the identification and development of long-term, sustainable housing pathways.
- Provide early and rapid intervention to people at risk of homelessness.
- Facilitate assessments providing outreach triage in government and non-government organisations.
- Build relationships with relevant accommodation services/Housing NSW/boarded houses ensuring the sustainability of housing tenure.
- Work with clients to create individualised support and exit plans including referral to appropriate supplementary support services as needed to ensure continuity of care.
- Provide ongoing crisis intervention/case management as required.

- Assist clients to develop linkages with other relevant support services within their community, to a point where the client no longer requires Rapid Response Service.
- Work closely with community welfare agencies, cultural and recreation and education services to create opportunities for clients to participate in community activities.
- Collect, collate and maintain high quality data on client contact/outcomes.
- Complete monthly and quarterly reports as required.
- Work collaboratively with the lead organisation YWCA.
- Actively participate in reflective practice through team meetings, interagencies, decision making processes, service planning sessions, supervision and staff development activities.

### **Business Processes**

- Comply with all Haymarket Foundation policies and procedures and all statutory requirements and contractual obligations.
- Participate in the Haymarket Foundation's Quality Improvement processes.
- Attend regular staff meetings.
- Assist in creating and maintaining a supportive and cooperative team environment, so as to more effectively meet the goals of service delivery.
- Co-operate closely with team members in order to ensure continuity of care and provision of a comprehensive service to consumers.

### **Workplace Health & Safety**

- Comply with the Haymarket Foundation's WHS Policy and procedure.

### **Policies and Procedures**

- Comply with all organisational policies and procedures.

### **Code of Conduct**

- Read and sign the Haymarket Foundation code of conduct.

### **Quality Improvement**

- Contribute to quality activities to improve the standard of care and service of the RAPID program.
- Proactively contribute to the accreditation programs of the service.
- Actively seek feedback from clients on the quality of service and areas for improvement.
- Comply with the Haymarket Foundation's strategic plan, funding body requirements and all relevant government legislation.
- Create and maintain professional working relationships with referring agencies and local services.
- Engender excellence in the provision of customer service throughout the organisation, utilising a client centred culture.

### **Confidentiality and Privacy**

- Ensure and maintain confidentiality in all matters relating to clients and staff of the Haymarket Foundation in accordance with the *Privacy and Confidentiality Policy*.
- Ensure that no confidential information that you may receive in the course of your employment is disclosed either during your employment, or after its termination, with the Haymarket Foundation.

### **Risk Management**

- Identify, report and mitigate risks within RAPID operations in compliance with WHS and Risk Management policies.
- Be familiar and comply with risk management strategies in the Risk Register.

### Infection Control

- Comply with the *Infection Control and Food Management Policies*.

### Key Selection Criteria

<b>Key Selection Criteria: Essential (E), Desirable (D)</b>
A minimal qualification (Diploma) in community services, social sciences, or related field. (E)
Demonstrated experience working with clients, presenting with co-morbidities. (E)
Experience in a case management role (D)
Demonstrated understanding of the systemic barriers faced by people with unaddressed complex trauma and long-term homelessness. (E)
Demonstrated communication skills specifically in client rapport building and advocacy. (E)
A working understanding of trauma informed care and other therapeutic interventions. (D)
Proven ability to engage with clients and to set clear professional boundaries. (E)
Demonstrated ability to achieve program KPI's and client outcomes. (E)
Demonstrated working knowledge of the SHS, community and social housing sector. (E)
Data entry experience/competent user of Microsoft Office suite. (E)
National criminal record check (E)
Disclosure of any restrictions that impact upon your role as a practitioner. (E)
Valid driver's licence. (E)
Proof of COVID19 Vaccination. (E)

### Key Performance Indicators

Refer to attached *Success Criteria* for key performance indicators for this position.

### Acceptance

**Employee**

**Name:**

**Signature:**

**Date:**

**Chief Executive Officer**

**Name:**

**Signature:**

**Date:**