

OARS Community Transitions
JOB AND PERSON SPECIFICATIONS



Title of Position	Case Manager	Position Number	
Division	Services	Award	SCHCDS
Section	Reintegration Services	Classification	Level 5 Casual
Location	Port Augusta		As per contract
Delegated \$ Authority	N/A	Probation Period	6 months
Position Type	As per contract	Hours per. week	As per contract

Job & Person Specification approved by the CEO: /...../.....

JOB SPECIFICATION

1. Summary of the broad purpose of the position in relation to organisation goals.

The Case Manager is responsible for ensuring that the primary needs of clients accessing the service are determined via a comprehensive assessment which includes a safety risk assessment. In collaboration with participating clients, individual identified needs form the basis of a comprehensive case plan which incorporates short- and long-term goals. The case plan will also identify individual roles, responsibilities, and timelines.

The Case Manager role is predominately an ‘outreach’ position that provides assessment, case planning, referral to appropriate services, both in-house and external, advocacy, goal setting and prioritising tasks, whilst attending to the immediate housing needs of clients. This includes work in several locations including custodial facilities, client’s current places of residence and assist clients to attend appointments.

OARS Community Transitions follows the SA Government Information Sharing Guidelines (ISG) to: Promote the Safety and Wellbeing of Children, Young People and their Families and the Case Manager is required to comply with and act in accordance with ISG Policy and Guidelines.

2. Reporting/Working Relationships

The Case Manager reports to the Team Leader of the Client Reintegration Services (CRS).

The Case Manager is expected to develop effective working relationships with other OARS Community Transitions services/staff, departments, agencies, service providers and specifically the Department of Correctional Services and SA Housing Authority.

3. Special Conditions

- A current driver’s licence is required.
- Appropriate Police Clearances must be maintained, as directed.
- Is bound by confidentiality regarding client and organisational information disclosure.
- The Case Manager may be required to provide services intra state on occasions.
- Some manual handling is required of this position.

Statement of Key Outcomes and Associated Activities

4. The Case Manager will:

- Assist clients to identify their individual accommodation needs through the provision of a comprehensive intake and assessment process.
- Where assigned, support clients engaged with the organisation's ex-custodial housing services by the development of a holistic individual case plan that establishes short- and long-term goals across all presenting issues with an aim to achieving long term, stable, affordable accommodation, reducing recidivism and assisting clients to integrate into their local communities.
- Ensure the service is provided in a manner that achieves positive client outcomes and targets, as set out via the case plans and expectations.
- Review case plans on a regular basis with participating clients.
- Regularly review Case Plans with the Team Manager.
- Liaise with in- house services and relevant human services with the aim of achieving positive outcomes which will assist in clients achieving their negotiated goals and obtaining social reintegration.
- Provide basic counselling to clients as needed.
- Make appropriate referrals to a specialised service.
- Provide clients with accurate and current information which empowers them to make informed decisions/choices for themselves.
- Assist in supporting, developing, and nurturing positive networks for clients.
- Negotiate on behalf of clients with potential Landlords.
- Provide appropriate written reports.
- Maintain appropriate and accurate client files.
- Ensure that day to day administration requirements of the program are met, particularly around entering data on the H2h database when required.
- Participate in team meetings.
- Promote the service in a positive manner within the community.
- Maintain procedures that adhere to the requirements of Occupational Health, Safety and Welfare.
- Provide a monthly report to the Team Manager
- Other duties as directed.

5. Work Health and Safety

- Maintain a safe work environment in accordance with the organisation's Work Health and Safety Policies and Procedures
- Undertake and maintain appropriate risk assessments for clients and activities.
- Participate in mandatory Work Health and Safety training sessions.
- Identify and report hazards in the workplace.

PERSON SPECIFICATION

Essential Minimum Requirements:

Educational/Vocational Qualifications

Tertiary qualification in a human services discipline and/or equivalent knowledge and experience in case managing people who are experiencing high levels of need and disadvantage.

Personal Abilities/Aptitude/Skills

- Ability to empathise with disadvantaged people in general and those interfacing with the criminal justice system.
- Ability to interact with people who are homeless.
- Ability to assess the needs of clients within a holistic framework.
- Ability to prepare reports and maintain accurate records.
- Effective communication and crisis intervention skills.
- Interviewing and basic counselling skills.
- Ability to develop and maintain professional networks.
- Ability to implement service strategies and evaluate results.
- General Computer skills.
- Ability to enter information onto a database accurately and in a timely manner.
- Ability to work within a correctional facility.

Experience:

- Case Management and associated record keeping.
- Interviewing and basic counselling skills.
- Working cooperatively with a range of service providers.
- Working with minimal supervision.
- Advocacy and networking.

Knowledge:

- Support Services available for homeless people.
- Criminal Justice System.
- Occupational Health, Safety and Welfare Principles.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- First Aid Certificate.

Personal Abilities/Aptitudes/Skills

- Ability to assist in the development of funding proposal and submission.
- Conflict Resolution management skills.
- Counselling Skills

EXPERIENCE

- Working with people from a range of cultures and social backgrounds.
- Experience in the use of computerised client information systems.
- Experience in assessing needs and risks of disadvantaged people, especially ex-offenders.

KNOWLEDGE

- A basic understanding in Restorative Justice Principles.
- Time management and prioritising tasks
- Integration and social inclusion principles

Acknowledged by Occupant

I confirm that I understand and agree to the expectations of this role as listed in this Job Description and confirm that I have the skills and experiences to undertake these.

Name.....Signature.....Date.....