



Position Description

Position Identification			
Position Title:	Mental Health Case Manager - Homelessness to a Home (H2H)		
Direct Reports	0	Indirect Reports:	0
HRIS Position Number:	2294	Effective Date:	April 2022
Location:	Vicplace/Neami sites in the North		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification	Merri Health Enterprise Agreement 2021		
*For HR use only	<ul style="list-style-type: none"> SACSE Level 5 		
Organisational Context			
Divisional:	Family and Community		
Program:	Counselling and Support Services	Unit:	Healthy Mind Hub
Organisational Chart	<pre> graph TD A[General Manager Family & Community] --> B[Manager Counselling & Support Services] B --> C[Mental Health Case Manager - Homelessness to a Home (H2H)] </pre>		
Position Summary			
<p>This Mental Health Case Manager role forms part of the Homelessness to a Home (H2H) program, which is a Victorian Government initiative focused on providing housing and support to people currently experiencing homelessness or who have been accommodated in hotels during COVID. The program is a joint support initiative led by Neami, in partnership with Housing Choices Australia, Uniting ReGen, Bolton Clarke and Merri Health. The program will provide a holistic and flexible service response to consumers, underpinned by recovery-oriented and trauma informed practice.</p> <p>The Mental Health Case Manager role will work within an assertive outreach model, delivering high intensity, flexible and responsive support to people who have been homeless and rough sleepers. The focus of the role will be to support consumers to sustain housing, improve physical and mental health and develop connections with the community.</p> <p>This role will be part of a multi-agency, multidisciplinary team, which will be largely based at Neami's Broadmeadows offices.</p>			
Position Accountabilities			
Responsibilities	<ul style="list-style-type: none"> Provision of intensive case management support to a caseload of consumers, 		



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	<p>working from a holistic care framework with a strengths-based approach</p> <ul style="list-style-type: none"> • Provision of individualised, client-centred care around key support areas, such as assessment (including risk assessment), tenancy establishment and maintenance, service navigation and referral and building community connections • Establish and maintain positive rapport through assertive and persistent engagement with consumers • Utilise a team approach to support client work and ensure continuity of care and the provision of a comprehensive support service to consumers • Using the Collaborative Recovery Model (CRM) protocols to work collaboratively with consumers to identify their needs, set goals and develop a plan to meet these goals • Provision of support along a continuum from brief intervention to longer term case management, dependent on consumer need • Develop effective and collaborative working relationships with key stakeholders • Ensure case notes and other client information is accurately recorded in a timely manner, as specified in program guidelines <p>Professional Development</p> <ul style="list-style-type: none"> • Act as a resource to other team members, sharing expertise to facilitate best outcomes for participants. • Participate in regular supervision, both clinical and line management, with relevant Team Leader or Manager • Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities <ul style="list-style-type: none"> • Contribute to policy and process development to ensure best practice approaches are implemented in supporting consumers. • Participate in relevant professional development. • Participate in networks and other relevant groups as appropriate <p>Other Duties</p> <ul style="list-style-type: none"> • Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends. • Undertake any reasonable additional tasks as directed by Merri Health. • Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations. • Practice complies with national code for health care workers.
<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> • Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions • Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity



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	<ul style="list-style-type: none"> • May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none"> • Be proactive in risk identification, notification and management. • Comply with Merri Health’s policies and procedures • Participate in quality improvement activities and engage clients in these activities when relevant. <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
Capabilities	All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health’s Capability Matrix.
Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Tertiary qualifications in Social Work, Community Development, Welfare or related field • Demonstrated experience working with people experiencing mental health issues, particularly those with complex needs • High level of experience in working with homelessness and the housing service system • Demonstrated experience in effectively engaging with consumers and carers • Demonstrated ability to develop and foster strong collaborative relationships with key stakeholders • Strong communication and interpersonal skills • Ability to work independently and as part of a team • Sound computer/information technology skills • Ownership or (or access to) a vehicle for work use, where required
Desirable	<ul style="list-style-type: none"> • Understanding of the Recovery Model and Trauma-Informed practice • Experience working within a multidisciplinary team • Experience working in health and community based settings
Checks, Licences and Registration	<ul style="list-style-type: none"> • National Police check • Working with Children check • Statutory Declaration • Immunisation Category B • Current full or probationary Drivers Licence • NDIS Worker Check