

Position title:	Case Manager	Reports to:	Team Leader
Program / Department:	Towards Home, Wardli-ana	Primary work location/s:	Inner City or Southern Pathways
Direct reports:	NA	Key stakeholders:	Toward Home Alliance, Specialist Homelessness Services, Client support services, Aboriginal specific services & the Wardli-ana Team, Dept of Health, SAPOL, Corrections, SA Housing Authority, DHS Remote Visitor Program
Award:	SCHADS	Classification:	Level 4

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

<p>Integrity</p> <p>Ensuring personal and corporate transparency and the highest ethical standards.</p>	<p>Compassion</p> <p>Treating people and communities with empathy, dignity and fairness.</p>	<p>Empowerment</p> <p>Releasing individual strengths that promote personal and community transformation.</p>	<p>Innovation</p> <p>Fostering a culture of continuous improvement, staff engagement and improved client outcomes.</p>
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About the role

In 2020, The South Australian Housing Authority (SAHA) announced significant reforms within the homelessness sector. In response to these reforms, the Toward Home Alliance was formed comprising of Aboriginal Community Services, Baptist Care SA, Lutheran Care, Mission Australian, Sonder, and The Salvation Army.

Guided by a united vision of Ending Homelessness through services which are bold and transformative, the Toward Home Alliance is committed to ensuring:

- The 'Lived Experience' which guides and informs all that we do
- Collaborative Person led service
- Working towards ensuring the experience of homelessness as short and non-reoccurring
- Culturally appropriate
- Accessible and responsive
- Integration of service delivery and supports
- Professional and quality service provision
- Continual evaluation and review, ensuring Continuous Quality Improvement and
- A committed workforce who shares the vision of the Toward Home Alliance

Toward Home Alliance in collaboration with the South Australian Housing Authority (SAHA) has identified a need for transformational change in the way services support people affected by homelessness and have adopted an Alliance model to deliver a 'whole system' approach to achieving the objective of ending homelessness and recognises that every position within the Toward Home Alliance has a vital role to play in eliminating homelessness.

As a committed community service professional working within a restorative practice framework and ensuring cultural accountability, the Case Manager supports Aboriginal community members who are at risk of and/or experiencing homelessness. The position contributes to embedding an innovative Aboriginal designed service model known as Wardliana where team members will work with our collaborators across the Toward Home Alliance in multi-disciplinary teams.

Please note that the reference in this document of Aboriginal People should be read as inclusive of Aboriginal and/or Torres Strait Islander Peoples.

Role responsibilities

Provide Case Management

- Receive allocations of clients from Senior Aboriginal Engagement Worker, Team Leader or Program Manager
- With an understanding of collective culture, build safe, trusting and consistent relationships with Aboriginal clients and their community members
- Grow our clients support system and ensure they are referred to and can access any supports they require
- Provide early intervention and assessment to navigate the homeless systems and applications.
- Support the client and their community towards greater social justice outcomes and participation in the wider community towards ending racism and systems that negatively impact Aboriginal people
- Undertake the professional practice, actively contribute to supervision and professional development and perform work duties to an appropriate standard.
- Refer the client towards safety outcomes, such as access to emergency accommodation, referrals to Domestic and Family Violence services.
- Provide assertive outreach to the Adelaide Park Lands, and other locations
- Seek opportunities to collaborate with partner Aboriginal Community Controlled Organisations in the delivery of client work, ensuring client's identity is honoured and supported

Record Keeping

- Keep accurate client records
- Record client information as per data collection methodology in program operational manual
- Ensure records are accurate, open, and accountable to the client being aware of Kinship responsibilities, Lore and decision making

Safeguarding

- Ensure that case management services safeguard, celebrate and empower the client's cultural identity and connections.
- Proactively assess safety of clients, their family members and particularly children. Work with the client and family to promote the safety of all, particularly children, ensuring there is a record of safety plans.
- Report to relevant authority (SAPOL, CARL) where required.
- Ensure compliance with relevant legislation, regulations, standards, codes and contracts.
- Participate in client and staff consultation to identify areas for culturally appropriate services, intervention and support

Ensuring practice is in line with the Operational Framework and Best Practice Principles

- Ensure compliance with relevant legislation, regulations, standards, codes and contracts
- Participate in client and staff consultation to identify areas for service improvement and cultural co-design
- Utilise feedback from consultations to assist in improvement of service delivery
- Use and develop innovation approaches, effective interventions and good practice models to deliver services effectively and enhance operational effectiveness
- Deliver services that promote cultural identity and are accountable to community expectations
- Actively maintain relationships with key Aboriginal leaders and participate in community events to maintain cultural connection and accountability

Participate in on-going review and update of relevant policy and procedures manuals

- Assist with monitoring, review and implementation of effective policies and procedures to improve services

Monitoring and evaluation

- Assist with the monitoring and evaluation of service through qualitative and quantitative data, case studies and sector support to ensure maximum outcomes for clients, effective service delivery, program targets met and programs are sustainable and attract ongoing funding
- Actively participate in external reviews and research in line with continuous improvement and innovative service delivery
- Continue to develop and refine tools and measures that ensures client feedback, monitoring and evaluation is inclusive of cultural practices, extended family and community
- Participate in File Audits, Annual Review of Operational Plan, and development of work plans, practice review, supervision and staff meetings.

Relationship and Stakeholder Engagement

- Actively contribute and participate in the Toward Home Alliance to support successful performance, cultural practice and innovation towards Aboriginal led co-design
- Proactively develop and maintain effective and positive relationships with Baptist Care SA staff, volunteers and supporters
- Engage relevant stakeholders to partner with to support client outcomes, ensure community

accountability and for various projects programs or activities

- Embrace and actively participate in restorative practices that enhance social capital and healing and connection with family and community
- Participate in applicable service-related networks and forums
- Participate in Baptist Care SA networks meeting where appropriate
- Support client feedback processes toward ongoing co-design of service delivery

Reporting

- Provide accurate and timely monthly report to Team Leader or Manager
- All reporting to be according to requirements as set out in contracts
- Provide incidental reports to management upon request

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Tertiary qualifications in Human Services (e.g. Social Work, Youth Work, Psychology, Community Development) or Diploma in the related field of study
- Extensive relevant experience maybe considered in lieu of qualifications

The experience you bring

- Experience of working in a similar role
- Previous experience working with people experiencing homelessness
- Experience in the following areas: Cultural Planning, Relationship Mapping, Alcohol and Other Drugs, Mental Health, Domestic and Family Violence, Aboriginal Health.
- Understanding of the Homeless 2 Home Database and Case Management Tool

The competencies (knowledge, skills and behaviours) you bring

- Experience working with Aboriginal people and communities in the provision of support services
- Experience working with people experiencing grief, dislocation, poverty, homelessness, marginalisation, poor health and undiagnosed or untreated medical conditions or disabilities
- Practice experience of assessment, interventions and collaboration with other professionals.
- Knowledge of colonisation of Aboriginal communities, and social policy impacting Aboriginal people.
- Commitment to ongoing development of cultural competency and willingness to be in active relationships with Aboriginal community members
- Highly developed written and interpersonal communication skills and ability to persuasively apply them in a complex working environment
- Understanding of relevant statutory requirements and relevant legislation and practice standards (OH&S, Child Protection and Child Safe Environments, United Nations Convention of the Rights of the Child, Privacy Act, Freedom of Information Act)

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- National Police Clearance as per the Background Screening Check Policy
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- Ability and willingness to travel within South Australia as required
- A valid full South Australian drivers' license (C Class)

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	P&C Business Partner	Version:	2
Effective Date:	March 2025	Review Date	March 2026