

Position Description

Position title:	Case Manager	Reports to:	Program Manager
Program / Department:	Wright Place, Toward Home – Wardli-ana	Primary work location/s:	Inner City
Direct reports:	NA	Key stakeholders:	Toward Home Alliance SA Housing Trust Social Housing Organisations Habitat for Humanity Baptist Care Inner City Programs
Award:	SCHADS – Crisis Accommodation	Classification:	CA2.1

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

Integrity Ensuring personal and corporate transparency and the highest ethical standards.	Compassion Treating people and communities with empathy, dignity and fairness.	Empowerment Releasing individual strengths that promote personal and community transformation.	Innovation Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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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 Family Support Services, Baptist Care SA, Hutt St Centre, Lutheran Care, Mission Australian, Sonder, The Salvation Army and St Vincent De Paul.

The Alliance model delivers 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 preventing and eliminating homelessness.

The Case Manager will play a crucial role in the operations of the Women’s Accommodation initiative, providing short-term accommodation and supports for women experiencing homelessness. The Program aims to provide safe and appropriate short-term accommodation and supports for up to twelve women at any point in time.

Role responsibilities

Referrals, Assessment, and Case Management

- Conduct comprehensive assessments of potential program participants, considering factors such as housing, health, psychological, cultural and safety needs.
- Collaboratively plan, prepare and support transition from short-term accommodation to appropriate permanent accommodation.
- Conduct in-person assessments of referrals.
- Develop individualised case plans in collaboration with the clients, focusing on addressing their specific needs and goals in collaboration with the Towards Home Alliance Case Manager
- Regularly assess and reassess client needs, risks, and progress, adjusting case plans and interventions accordingly
- Seek opportunities to collaborate with partner organisations, including women support services and Aboriginal community-controlled organisations in the delivery of client work, ensuring client’s identity is honoured and supported.
- Provide early intervention and assessment via assistance to navigate the homeless systems and applications.
- Within an understanding of collective culture, build safe, trusting, and consistent relationships with Aboriginal and Torres Strait Islander clients and their community members.
- Ensure referrals and connections are made with appropriate services including Alcohol and Other Drug, Mental Health Services.
- Complete Family and Domestic Violence assessments and ensure appropriate referrals are completed.
- As needed, collaboratively plan for and support transition from remand to community, considering factors such as independent living skills, safety concerns, health and psychosocial wellbeing.

Site Management

- Record client information as per data collection methodology in program operational manual.
- Conduct regular inspections of the premises to identify any maintenance or security concerns and promptly address.
- Monitor and manage the use of shared spaces, ensuring they are well-maintained and adequately stocked with supplies.
- Implement and enforce facility rules and regulations to maintain a safe and respectful living environment for all residents.
- Coordinate the intake process for new residents, including conducting initial assessments, completing necessary paperwork, and orienting them to the facility’s rules, amenities, and available services.

- Manage the discharge process for residents who have completed their stay or need to be transferred to other housing options, including arranging transportation and coordinating relevant service providers.
- Maintain regular communication with residents, offering support, guidance, and assistance as needed.
- Implement and enforce security protocols to ensure the safety of residents and staff.
- Responsive and active engagement with clients accommodated, including facilitating and communicating weekly resident meetings and agreed outcomes, regular communication including the use of notice boards, and other appropriate communication methods.
- Work collaboratively with other direct support and case management staff, Toward Home staff and external service providers.
- Ensure timely client and site 'handover' with team members, ensuring continuous client service provision.
- Ensure safety and security of the site is maintained and where intervention is required ensure site policies and procedures are followed, including the reporting and documentation of critical incidents.
- Ensure all maintenance and property concerns are attended to and reported in a timely manner.
- Respond to reports of urgent maintenance issues, in accordance with site policies and procedures.
- Ensure oversight of visitors to the site, including sign in and sign out functions.
- Facilitate group activities and workshops that promote personal development, life skills and community engagement

Collaboration and Coordination

- Participate in applicable service-related networks and forums including Service Coordination
- Participate in Baptist Care SA and Towards Home Alliance networks meeting where appropriate.
- Engage with the housing sector to identify and prioritise suitable options for program participants to prevent homelessness after leaving the program.
- Communicate and collaborate with stakeholders to ensure the program's success and address any concerns or risks.
- Actively contribute and participate in the Toward Home Alliance to support successful performance and innovation.
- Collaborate with relevant stakeholders to develop protocols and systems for effective information sharing, ensuring continuity of care and support.
- Facilitate increased engagement with holistic services that address the various needs of the clients.
- Coordinate and collaborate with relevant service providers, such as health professionals, counsellors, educators, housing providers, child protection and employment organisations.
- Advocate for the client's access to appropriate services and resources to meet their needs.
- Establish and maintain effective working relationships with partner organisations to facilitate seamless service delivery.
- Support the clients in identifying and addressing issues related to physical and mental health, social support, and overall wellbeing.
- Provide support to help the clients navigate challenges and develop resilience.
- Promote cultural connection and engagement for the clients, respecting their individual identities and heritage.
- Work closely with the clients to identify and secure appropriate long-term housing options in collaboration with the assigned Towards Home Alliance Case Manager
- Assist the clients in building community support and networks and positive family and social relationships.
- Empower the clients to develop greater agency and pathways for successful interactions with statutory agencies.

- Facilitate access to employment opportunities, education resources, and other pathways for personal growth and development.

Safeguarding

- Ensure that services safeguard client's cultural identity and connections with their community in partnership and consultation with the client and community members.
- Proactively assess safety of clients, their kinship family members and particularly children. Work with the client and kinship 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 services.
- Ensure the clients have a safe and stable home address during their accommodation period.

Program Outcomes 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.
- Contribute to the reduction of client's future interactions with the homelessness and justice system, including for those awaiting sentencing.
- Measure success by monitoring and reporting on reduced incarceration sentences among program participants and a decreased likelihood of recidivism.
- Collaborate with relevant agencies to track and evaluate cost savings to social services and long-term outcomes, such as reduced use of social services, increased access to sustainable housing, reduced use of social services, increased access to sustainable housing, reduced substance use and family reunification,
- Participate in File Audits, Annual Review of Operational Plan, and development of work plans, practice review, supervision and staff meetings.

Record Keeping, Reporting and Administration

- Keep accurate client records including connection and working with their wider community.
- Timely record keeping of sensitive client information as per data collection methodology in program operational manual.
- Provide accurate and timely monthly report to Manager and Alliance Management Team.
- All reporting to be according to requirements as set out in contracts.
- Provide incidental reports to management upon request.
- Ensure compliance with relevant legislation, regulations, standards, codes and contracts.
- Participate in client and staff consultation to identify areas for service improvement.
- 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.

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

- Bachelor's degree in Social Work, Psychology or a related field or relevant level of experience in homelessness sector.

The experience you bring

- Previous experience in working with vulnerable and at-risk people.
- Working with Aboriginal People and communities in the provision of support services.
- Working with culturally and linguistically diverse people, LGBTQIA+ and communities and other marginalised groups in the provision of support services.
- Case Management, preferably working with marginalised populations and individuals.

The competencies (knowledge, skills and behaviours) you bring

- Able to work independently or as part of a team environment.
- Track record of successfully engaging with clients and building relationships.
- Computer Literate.
- Able to support living skills development including cooking, relationship building, decision-making, personal hygiene, and routines.
- Knowledge of Aboriginal and Torres Strait Islander culture, history, and the impact of colonisation.
- Commitment to ongoing development of cultural competency and willingness to be in active relationships with Aboriginal community.
- Highly developed written and interpersonal communication skills and ability to persuasively apply them in a complex working environment.
- Excellent communication and interpersonal skills, with the ability to prioritise tasks and meet deadlines.

- Familiarity with trauma-informed care principles and their application in support services.
- 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
- A current and valid National Police Clearance
- Training – Child Safe Environments
- Training – Apply First Aid (min HLTAID012)
- Ability and willingness to travel within South Australia as required
- May require working outside regular office hours and occasional travel within the community
- A valid full South Australian drivers' license (C Class)

Desirable Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion.
- 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:	2.1
Effective date:		Review date:	19/08/2025