

# POSITION DESCRIPTION



## Housing Specialist Case Manager – Maribyrnong Community Residential Facility – Transitional Support Program

Justice Programs - Adult Justice

### About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all - across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Jesuit Social Services acknowledges the traditional owners of the land on which we work .and pay our respects to Elders past present and emerging.

### Our Values

- Welcoming - forming strong, faithful relationships
- Discerning - being reflective and strategic in all we do
- Courageous - standing up boldly to effect change

### Position details

POSITION TITLE:	Housing Specialist Case Manager – Maribyrnong Community Residential Facility (MCRF) - Transitional Support Program
PROGRAM:	Justice Programs - Adult Justice
LOCATION:	Maribyrnong
REPORTING RELATIONSHIPS:	This position reports directly to Coordinator, Transitional Support Program This position doesn't have any direct reports
EFFECTIVE DATE:	April 2020

### Position Summary

- Work collaboratively with the Maribyrnong Community Residential Facility, Transitional Support Program team, participants and key stakeholders to develop individualized; holistic housing plans that will assist men to transition to safe, stable and affordable housing in the community.
- Provide onsite and outreach based case management, advocacy support and practical assistance in housing related areas of focus including: housing debt - bond/s and/or previous Office of Housing debt; applications to the Victorian Housing Register (VHR); support to access private rental, social and public housing stock and/or specialist accommodation; assistance with Housing Establishment Funding; and access to crisis accommodation.
- Provide outreach based case management support once participants are living in the community that is targeted to assist them to establish and maintain tenancies, liaise with Transitional Housing providers,

attend tenancy reviews, and understand relevant legislative requirements and adhere to tenancy agreements; to sustain living independently in the community.

- To engage positively and proactively with key stakeholders including Corrections Victoria, prison and Community Corrections, facility staff, external agencies and support services.

## **Program overview**

Our Justice programs provide support for people involved in the justice system or who are exiting adult prisons and/or Youth Justice Precincts, assessed as high risk/need, with limited social and family networks, limited accommodation and post-release support options and often with multiple and complex health concerns.

Our approach to working with those involved in the criminal justice system uses empowerment as a key practice principle, with a focus on skills and strengths rather than deficits, and self-determination and responsibility rather than dependency.

We aim to deliver quality programs in a manner that reflects the social justice principles of participation, equity, access and respect. Services include: intensive outreach support, case management, supported accommodation, drug and alcohol counselling, recreation programs, employment/training programs.

## **Program Summary**

The Maribyrnong Community Residential Facility (MCRF) will provide an accommodation option for men assessed as suitable for a residential facility, with a strong focus on risk and community safety. The facility will provide accommodation for men exiting prison. To be eligible, men will need to have no immediate access to suitable housing on release from prison (no other available options) and need accommodation support to reintegrate back into the community. It is proposed that all serious sex offenders and high risk serious violent offenders be excluded from eligibility for the facility.

The key objectives of the Maribyrnong Community Residential Facility (MCRF) Transitional Support Program are to:

- Provide support to men assessed as eligible with a focus on individual well-being, balanced with risk and community safety.
- Provide transitional and reintegration assistance to men with no other access to housing on release from prison and in need of accommodation support.
- Ensure participants have an individual transition and support plan that incorporates a tailored response to key areas including; support to access medium and longer term housing, independent living skills, access to health and aged services, family, community and cultural connectedness, support with alcohol and drug and mental health issues and access to vocational and learning pathways.
- Provide case management and outreach support for up to six months at the facility and up to a further six months in community as participant's transition to independent living.
- Address the underlying issues of offending behavior to reduce reoffending, support reintegration and independent living in the community and assist with referrals and access to specialist services and long term community based supports as required.

## **Key responsibilities and accountabilities**

- Work collaboratively with Case Managers, facility staff and Community Corrections staff where applicable to assess and understand participants' housing histories, develop a housing plan and exit strategy; and a planned response that incorporates the aspirations of men on the program

- Initiate activities that will assist participants to access and maintain a home - support with independent living skills, budgeting and managing finance, managing debt, establishment of direct debit/s, managing utilities, furnishing the home, gardening and garden maintenance
- Explore all available medium and long term housing including public, community, social housing and private rental - assist participants to complete and submit Victorian Housing Register applications
- Access targeted funds to assist participants to establish and maintain housing
- Provide support to participants in need of emergency accommodation or in housing crisis - intervene and advocate where required with housing providers
- Carry out comprehensive risk and needs assessments of the home and family environment and respond appropriately
- To engage positively and pro-actively with key stakeholders including Corrections Victoria, prison and Community Corrections, facility staff, external agencies and support services.
- To engage and build positive and constructive relationships with program participants.
- To deliver services consistent with program guidelines, relevant legislation and funding agreements.
- To maintain appropriate files, records and statistics to facilitate good practice and accountability
- The ability to manage competing priorities in a high-volume work environment
- Monthly data is accurately maintained and provided to management as required.
- Other duties as required.

#### Leadership, team work, relationships and supervision

- Work effectively as part of a team, contributing to group outputs and reflective practice.
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities
- Capacity to engage with and develop respectful relationships with external agencies and services

#### Communication, Continuous Improvement and Professional Standards

- Ensure all written and verbal communication is professional and appropriate for the purposes of carrying out the responsibilities of your role and in accordance with the professional standards and values of the organization.
- Commitment to continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services
- Fulfil the reporting and administrative requirements associated with the position

#### Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory
- Provide culturally appropriate support.
- Understanding and sympathy with the mission and ethos of Jesuit Social Services

## Position Requirements

- Current National Police Check (a history of offending will not automatically disqualify applicants; however they will require further discussion and consideration)
- International Police Check (where required)
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Eligibility to work in Australia
- Corrections Victoria clearance and ability to enter Victorian prisons
- Fully vaccinated

## Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field
2. Excellent verbal and written communication skills, including a demonstrated ability to relate effectively to a diverse range of people
3. A broad understanding of the issues facing people involved with the justice system including an expert understanding of the housing and homelessness sector; and empathy and insight into the often; complex needs of men transitioning from prison to community
4. The ability to work collaboratively with colleagues and key stakeholders to develop, implement, monitor and review housing exit plans that will support participants to live independently in the community
5. Capacity to provide culturally appropriate services to participants, particularly those from Aboriginal and culturally and linguistically diverse (CALD) backgrounds.

## Key Performance Indicators

- Develop respectful relationships with participants and key stakeholders - both internal and external
- Develop, implement, monitor and review participant housing plans with a focus on housing exit strategies, property establishment, and sustainability planning within agreed timelines
- Complete all reporting requirements associated with the role including case notes, housing plans, safety planning and monthly data - all reporting is accurate and reflective of the work undertaken with participants
- Meet all timelines and outcomes as per contractual obligations

## Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, and you are required to meet the behaviour standards outlined in our Code of Conduct.

## Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

A requirement of this position is vaccination from COVID-19. Jesuit Social Services requests evidence of full vaccination. Where a medical exemption applies, this must be supplied.

## Employee Acknowledgement

I, \_\_\_\_\_ (name - please print) acknowledge that I have read and understood the contents of this positions description.

### Employee Signature:

\_\_\_\_\_

**Position Description Approved by:**  
**General Manager Human Resources**

**Date:** \_\_\_\_\_

**Position Description Review Date:**  
**May 2022**