

Bridging Case Manager

| EMPLOYMENT STATUES | | | |
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| Status | Full Time | Award | SCHADS |
| Hours per week | 38 Hrs per week | Classification | Level 4 |
| Length of Term | 12 months fixed term | Salary | As per award |
| Reports to | Program Manager of Bridging | Additional Benefits | Access to Salary Packaging |
| Secondary Report | Director Families, Healing and Response | PD Review Date | 12 months |

ORGANISATIONAL CONTEXT



The Bendigo & District Aboriginal Cooperative (BDAC) is an ACCO (Aboriginal Community Controlled Organisation) registered as a member under the umbrella of VACCHO (Victorian Aboriginal Community Controlled Health Organisation) and represented nationally through

NACCHO (National Aboriginal Community Controlled Health Organisation).



BDAC was founded to represent and provide services to the Dja Dja Wurrung community (Jaara people) and Aboriginal residents living in the Dja Dja Wurrung boundaries. BDAC has a responsibility to ensure growth of services, development of our Aboriginal community, better and improved health outcomes for our people, improved quality of life and be a lead agency in providing employment and career pathways for Aboriginal people.

LOCAL WORK ENVIRONMENT

Bendigo and District Aboriginal Co-operative provides a range of specialist services for clients based primarily in the Dja Dja Wurrung including Health and Wellbeing services, Family and Community Services and Corporate services.

POSITION OBJECTIVE

wukangu manya supports community needs by being the first point of contact for community connecting with BDAC services. The wukangu manya APRAP / ATAR Case manager will be expected to join a professional team that work across all wukangu manya services including Intake and Assessment, APRAP and ATAR. The wukangu manya APRAP/ATAR case manager will deliver high quality, culturally appropriate, community-based supports to our local Aboriginal and Torres Strait Islander community

Aboriginal Private Rental Assistance Program (APRAP): The wukangu manya APRAP/ATAR case Manager will provide a preventative intervention that will provide holistic support to community who are homeless or that may be at risk of homelessness. This may include supporting community capable of sustaining private rentals, affordable and appropriate housing in the private rental market. This will include support in completing new housing applications and support to advocate for tenant rights to maintain and establish housing.

Aboriginal Tenants at Risk (ATAR): The wukangu manya case manager will provide community members who are tenants, or prospective tenants of Aboriginal Housing Victoria or Department of Families, Fairness and Housing (DFFH) individual supports to maintain their current tenancy and prevent eviction and homelessness. The ATAR case manager will offer intensive case management to individuals and their families, by supporting with priority transfers and new housing applications, advocating, VCAT support and completing required referrals to appropriate services.

Initial Assessment & Planning/Transition Support (I&A): The wukangu manya APRAP/ATAR case manager will provide an interim, urgent response, assessment and support decisive follow up and short-term case management to ensure community members requiring low to medium level care receive immediate access to supports and effective coordinated referral to specific services both internal and external that tailor their support needs.

BDAC'S VISION AND CORE VALUES

“Empowered generations belonging to strong families, culture and community”

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| <u>LEAD</u> | We are committed to lead as an individual, team and organisation in order to achieve positive health and wellbeing outcomes for our community. |
| <u>OPENNESS</u> | We will be accountable and remain transparent in the delivery of our service to clients, visitors and staff. |
| <u>RESPECT</u> | We treat one another with honesty, integrity, respect and value everyone’s opinion and feedback. |
| <u>EXCELLENCE</u> | We strive for excellence in our programs and services so that we can support positive health and wellbeing outcomes for our community. |

KEY POSITION RESPONSIBILITIES

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| Primary Responsibilities | <ul style="list-style-type: none"> Establishing new client records on reporting database, always ensuring confidentiality and accuracy. |
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| | <ul style="list-style-type: none"> • Responding to a broad range of service email system as directed in a timely manner and manage all emails received in accordance with agreed protocols and procedures. Completing and working on all work sheets currently used in the program to maintain quality level client records, that contains relevant and accurate information • Receive external and direct self-referrals into the program, by undertaking initial information gathering and needs assessment. This include completing assessment of risk and safety such as MARAM assessments and providing comprehensive information and advice to referrers • Occasionally, answering intake phone and completing intake appointments, to respond to community needs when eligible for 'quick response' support (i.e Sorry Business). This will include short term emergency response, in relation to providing accommodation when required with community members or family experiencing family violence • Advocating with appropriate services for individuals and families that may need supports related to education, training, employment, housing, justice and organising and/or attending appointment. Completing home visits, house viewing or attending VCAT hearings., This will include maintaining regular contact with individuals and families to ensure they are supported, until either they are accepted into other programs or until assistance is no longer necessary. • Engage and network with internal and external services to support families to reduce the risk of homelessness. This includes actively supporting community to access housing with a specific focus on supporting rentals that may be at risk and maintaining tenancy. |
| <p>General Responsibilities</p> | <ul style="list-style-type: none"> • Model and abide by BDAC Values, Code of Conduct, Policy and Procedures. • Participate actively in supervision and professional development activities. • Participate in team meetings, staff meetings and other community activities as requested. • Adhere to any legislative requirements. • Report any risks identified immediately to your line manager. • Operate in a safe environment in accordance with BDAC'S OHS policies and procedures. • Participate in Continuous Quality Improvement (CQI) activities. |

COMMITMENT TO SAFETY

- All children have the right to be children and live free of abuse and neglect, so they can grow, learn, and develop. Everyone within BDAC is responsible for ensuring a culture of child safety, preventing child abuse and abiding by the Child Safety Principles.
- BDAC is committed to the health and wellbeing of its employees and stakeholders.
- BDAC has a zero tolerance to all forms of violence.

KEY SELECTION CRITERIA

- Sound understanding of an Aboriginal Community Controlled Health; Organisation (ACCHO) environment and the local Aboriginal Community
- Excellent written and verbal communication skills.
- Ability to work and engage well in a team setting.
- Ability to gather information through assessment, formulate findings and make well-reasoned and sound recommendations in the best interests of the individual or family.
- Ability to use problem solving skills and to take initiative to determine appropriate support programs tailored to the individual.
- Strong interpersonal skills including ability to listen, problem solve and make sound decisions.
- Excellent organisational, time management skills, and ability to be self-directed.
- Ability to engage and provide support to individuals and families in a timely manner; and
- Proficient skills in all aspects of computers including Microsoft Office packages as well as experience with data entry IT systems.

Preferred / Desired / Mandatory Education, Training and/or Competencies

- Diploma of Community Services or equivalent
- The following is **preferred**:
- Demonstrate experience or training in Culturally appropriate and safe work practice
 - Experience working with and advocating for clients in various settings within the Community Service Sector.
 - Knowledge of the housing sector, with particular focus on the private rental system and how it relates to Aboriginal people; and / or
 - Broad knowledge or experience in risk assessment

CONDITIONS OF EMPLOYMENT

- Must pass a Criminal Police Record Check.
- Must pass & provide copy of Working with Children's Check.
- Must hold current full Victorian Drivers Licence and provide a copy.
- If the position is for a role specifically to provide disability services (or work that involves regular direct contact with or access to a person with a disability), BDAC will check the prospective employee against the Disability Worker Exclusion List.
- Must have the right to work in Australia.

- Must pass an Employment History check

EMPLOYEE STATEMENT

I have read, understood and accepted the above position description of the Bridging Case Manager role.

EMPLOYEE NAME:

SIGNATURE:

DATE:/...../.....