

POSITION TITLE	Case Manager – Transitional Support Services
REPORTS TO	Team Leader – Transitional Support Services
LOCATION	Lilydale
KEY CONTACTS	Agency Staff Relevant government and community agencies Real estate agents Other Agency Stakeholders
SUPERVISES	Students on placement Volunteers

About Anchor

Anchor has a long history of providing services:

- for children and young people unable to live with their family
- to young people who are at risk
- to individuals and families and their children who are experiencing housing stress or homelessness.

Our Values

This is what our clients, our service partners and our supporters can expect from Anchor.



Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter – prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



Collaboration

We value the diverse experiences and perspectives of all involved in our purpose. Across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



Empathy

Support at Anchor is deep, meaningful, and client-centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, reflecting on their journey. We place our clients' needs before our own, especially in moments of crisis.

About Transitional Support Services

Anchor's integrated approach addresses complex needs and circumstances so that people experiencing or at risk of homelessness can learn, develop, and thrive. We provide a thorough assessment and planning process to identify needs, promote health and well-being to tailor support.

The case management team provides:

- Initial assessment and planning for adults, children and families presenting as homeless.
- Holistic case management support for adults, children and families in Transitional Housing and crisis accommodation.
- Work with families to exit from or avoid entering boarding houses.
- Case plans and goal setting.
- Private rental and Victorian Housing Register applications.
- Specialist Referrals and collaboration with partner agencies.
- Support to clients with funding applications.
- Outreach and early intervention support.

Anchor prides itself on delivering positive outcomes for our clients by working from the theoretical frameworks underpinning Advantaged Thinking, Trauma Informed Practice and strengths-based case management where the voice of clients and families are considered a priority to informing our practice and service development.

Position summary

This is a key role contributing to Anchor's purpose of making it possible for people to attain a safe, secure and stable home and supporting Anchor's values, vision and goals.

Anchor prides itself on working from a strengths-based trauma informed position where the voice of clients and carers are considered a priority to informing our practice and service development.

The primary objectives of the role are focused on:

- Providing high-quality support to adults, children and families referred to the program who are homeless or at risk of homelessness.
- Providing support to adults, children and families accommodated in Transitional Housing and crisis accommodation.
- Assessing and planning for adults, children and families presenting as homeless.
- Working with families to obtain private rental and avoid entering boarding houses.
- Effectively contribute to program planning.
- Contributing to the delivery of a high-quality Specialist Homelessness Service.
- Any other duties, as directed by the Team Leader or Manager.

People working at this level are expected to manage work practices for the health and wellbeing of staff, adopt and role model a balanced approach to work, and promote a working environment free from harassment and discrimination.

Anchor’s Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today’s changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

Key Capabilities

Client Focus	Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs.
Problem Solves	Uses and shares experience and knowledge of work area to assist in the development of solutions for day to day problems.
Advocacy	Advocates for clients to advance their interests in line with Anchor’s objectives.
Empowerment	Enhances people’s ability to use their own resources and capacities to solve problems and achieve goals.
Continuous Improvement	Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary.
Teamwork	Offers constructive feedback and provides balanced and informed perspectives at team meetings.
Listens, Understands, Adapts	Listens carefully to others, ensures mutual understanding and actively addresses any miscommunications
Integrity	Understands and models Anchor’s social, ethical and organisational standards and responsibilities in all interactions.
Autonomy	Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.

Mandatory Qualifications and Licences

- An appropriate degree qualification in Social Work, Psychology, Community Services or a related discipline, recognised in Australia.
- Completion of a Criminal History Check and Working with Children Check on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.

Skills, experience and knowledge

An understanding of the theoretical frameworks that underpin Anchor’s approach to homelessness, including developmental trauma and Advantage Thinking. In addition, the capacity to understand the positive and negative influences that have shaped our clients' needs.

- A sound knowledge of the Children, Youth and Families Act 2005 and the Opening Doors framework.
- Demonstrated understanding of the key components of case management
- Demonstrated commitment and capacity to negotiate and liaise with staff, DFFH and other agencies and services.

- Demonstrated ability to flexibly manage competing priorities and stressful situations, monitoring own stress levels and practicing and promoting self-care strategies.
- Demonstrated ability to work effectively under supervision and within a collaborative team to meet accountability. Excellent written and oral communication skills
- High level of IT skills including the capacity to work with databases.
- Knowledge of and an ability to access a range of relevant community and government resources.
- Possess a positive, ‘can do’ attitude with a passion for driving cultural awareness and safety for all clients, including Aboriginal and Torres Strait Islanders; other CALD groups and clients who identify as LGBTQI, and those with disability.

Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads, and competing priorities and demands	Daily
	Work in a team environment, supporting team members always	Daily
	Be exposed to all outdoor weather conditions	Regular
	Work in unstructured environments	Regular
	Work office hours with the possibility of extended hours	Regular
	Risk assessment, planning and management (worker and client safety issues)	Regular
	Work in buildings which may be two-story	Regular
	Work in open plan office	Regular
	Work from home office	Regular
	Sit at a computer or in meetings for an extended period	Daily
	Present at court and other jurisdictions	Occasional
People Contact	Liaise with government, non-government and community organisations in conjunction with manager	Daily
	Work with clients, some of whom may have physical or sensory disability	Regular
	Interreact with people who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police and so on	Regular
	Facilitate access to specialist, generic community services	Daily
	Interacting with authorities such as Victoria Police, Child Protection and acute mental health and other emergency services	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer and database work, filing, writing reports, case notes/plans and maintaining client records, participating in meetings, concentrating for long periods of time, managing resources and budgets, and analysing information and data	Daily
	Use technology including computers, photocopier, telephones including mobiles, fax, televisions, videos, electronic whiteboards and conferencing technology such as Microsoft Teams/WebEx and Zoom.	Daily
Transport	Drive vehicles, possibly over long distances and in all traffic and weather conditions	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical	Occasional

Expected behaviours for all Anchor staff

- Acts in accordance with Anchor's Code of Conduct, and is committed to Anchor's vision, purpose and values.
- Acts in accordance with Anchor's health and safety policy and management system.
- Values and promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities.
- Abides by the Child Safety and Wellbeing Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005.
- Demonstrates a customer focus by prioritising the needs and outcomes of staff and clients.
- Acts in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality.
- Contributes to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities.
- Participates in staff meetings, program planning, professional development sessions and service planning meetings.
- Participates in formal supervision processes, coaching sessions, probationary and performance reviews.
- Contributes to innovation and continuous improvement
- Successfully completes all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

Statement of Commitment to Child Safety and Wellbeing

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe. Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities and Anchor responds to their individual needs to ensure their inclusion, empowerment and wellbeing.

Anchor's commitment to diversity and inclusion

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

Employee declaration

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.

Employee Name	
Employee Signature	
Date	