

Position Description: Case Manager - Linkages & Transitional Housing

Position Details

Position Title: Case Manager – Linkages & Transitional Housing

Classification: SCHADS 4

Location: Mentis Assist Mornington/Frankston

Time Fraction: Full time

Contract Detail: 12 month fixed term

Organisation Overview

Mentis Assist is a not-for-profit mental health service and National Disability Insurance Scheme (NDIS) service provider that supports people with ensuring mental illness and psychiatric disabilities. Mentis assists people to recognise their values, strengths and goals, with an emphasis on improving health and wellbeing, independence, social participation and enhancing meaningful relationships with significant others.

Mentis was established in 1987 and has evolved significantly to become a leader in the areas of delivering flexible support packages tailored to the individual using strengths-based, recovery-orientated practice, quality and evidenced based service provision.

Mentis strives to provide opportunities for people living with mental illness to enjoy a meaningful life by strengthening self-identity, personal responsibility and hope. Our vision is for optimum personal recovery and wellbeing. We believe that recovery-orientated practice is a partnership where the person with the lived experience is the expert in their recovery. Our staff bring their understanding and expertise to support this journey.

Our service model incorporates the 'Victorian Framework for Recovery-Orientated Practice' (2011) and the National Mental Health Standards (2010). At Mentis we believe that recovery practice must support choice and control, be person-centred, accepting of diversity, strengths-based, provide respect and dignity, community connection and participation. Mentis places high importance on maintaining a skilled, supported and informed workforce, providing opportunities for reflective practice, flexibility and innovation, developing and maintaining collaborative partnerships, evaluation, planning and continuous improvement.

Conditions of Employment

- In accordance with the National Employment Standards and relevant award: Social, Community, Home Care and Disability Services (SCHADS) Award 2010 (which is incorporated in the Mentis Assist Enterprise Agreement 2018), Health Professionals and Support Services Award 2010, or Nurses Award 2010 or non- award depending upon position.
- Generous salary packaging tax exempt benefits in accordance with ATO guidelines and Mentis Assist policies
- Satisfactory pre-employment screening checks including National Police Check, Safety Screening Statutory Declaration, International Police Check/Statutory Declaration (if required), and Working with Children Check, Qualification Check, Employment History and Referee Check.
- Mentis encourages people with a disability to apply and encourages full disclosure of illness or disability.
- Mentis Assist is a smoke free workplace
- Right to work in Australia

Qualifications and Requirements

- Tertiary qualifications in Community Services, Social Work, Nursing, Psychology, Occupational Therapy, or similar with a good understanding and experience of working with Mental Health (Diploma Minimum)
- Minimum of 2 years work experience in case management, mental health, HACC, housing or similar field
- Demonstrated experience in crisis intervention and homelessness services.
- Sound understanding of residential tenancy legislation and local housing assistance systems.
- Current valid Driver's licence, Current Child Employment Screening Check, not listed on Disability Worker Exclusion Scheme list and Current National Police check.
- Current First Aid and CPR certificates

Position Overview

The Home and Community Care Program for Younger People (HACC-PYP) aims to provide an integrated range of basic maintenance and support services for people aged under 65 years or under 50 years for Aboriginal and Torres Strait Islanders) and their carers:

- To improve and maintain the client's independence and capacity to live safely at home and participate in community activities and
- To strengthen the capacity of people's carers to maintain their carer role.

HACC Linkages Package provides individually tailored case management and supports to people who have more complex support needs. People will have a range of interacting physical, medical, social and emotional needs and require assistance to organise and coordinate both formal and informal supports.

Assistance is provided in a manner which promotes skills development, capacity building, independence and respects diversity.

Linkages Case Managers also support clients to transition to other funded services as they become eligible to access such supports. For example the National Disability Insurance Scheme, Commonwealth Aged Care services and Transitional Housing.

Line Manager

Program Manager Social Support Program

Key Accountabilities and Duties

Linkages Case Management:

- Holistic assessment in partnership with the person and their carer of the person's strengths, capabilities, aspirations and goals
- Create linkages with clinicians and other local service providers to secure the most appropriate supports for the client (care coordination)
- Develop a holistic, goal directed care plan in consultation with people and their carers including activities to promote the person's health and wellbeing and to enhance their ability to live and participate in the community
- Support support people with complex care needs through the provision of care management and additional services
- Care plan implementation and care coordination
- Regular monitoring and review of the person's progress and situation, with adjustments to goals and service delivery as appropriate
- Meet program targets – maintain a case load of 20-30 people and oversee their brokerage packages and services.

- Assist people to transition to the NDIS or Aged care Packages if eligible
- Actively contribute to a safe and healthy workplace for self and others by following Mentis Assists Workplace Health and Safety procedures
- Document all activities using Mentis Assist's documentation process
- Actively participate in team meetings, case conferences, training and supervision
- Ability to organise and maintain individual budgets for participants of the program

Transitional Housing Support

- Case Management: Deliver trauma-informed, strengths-based case plans to assess client needs, set goals, and build independent living skills.
- Housing Access & Advocacy: Assist clients in securing long-term accommodation (private rental, social housing, or community housing) and advocate with real estate agents or housing providers.
- Tenancy Support: Educate clients on tenancy rights and responsibilities, manage property entry/exit processes, and help maintain property standards.
- Referrals & Coordination: Connect clients with external specialist services, including mental health support, alcohol and other drug (AOD) services, financial counselling, and family violence support.
- Risk & Safety Assessment: Conduct comprehensive risk assessments and safety planning for vulnerable individuals or families.
- Administration: Maintain accurate case notes, data statistics, and reports in line with agency and government guidelines.

Key Selection Criteria

- Qualifications and requirements as above
- Experience conducting comprehensive assessments covering relevant health, functional, social and environmental issues with people and their carers.
- Experience in managing an active case load of people with complex needs
- Experience in care coordination
- Knowledge of HACC-PYP eligibility criteria
- Demonstrated experience supporting people experiencing housing instability or homelessness, including crisis intervention.
- Knowledge of residential tenancy legislation, tenancy rights and responsibilities, and the local housing assistance system.
- Experience supporting clients to access and sustain long-term housing, including advocacy with housing providers and real estate agents.
- Experience completing risk assessments and safety plans for vulnerable individuals or families.
- Experience working with diversity
- Ability to liaise with clinicians and other community based support providers to best support individuals requirements
- Ability to access value for money services for people as identified in comprehensive goal plans
- Experience in developing and monitoring comprehensive goal plans in partnership with people and their carers
- Sound knowledge of Trauma Informed Practice, Family Inclusive Practice, Recovery Based Practice, Person Centered Approach
- Ability to write legally defensible case notes using an electronic system
- Ability to meet strict service delivery deadlines, targets and milestones, and key accountabilities
- Knowledge of the NDIS and how to assist people to apply for and transition

Acknowledgment for Receipt of Position Description

I have received a copy of the Position Description and have read and understand its contents. I understand that this Position Description is an indication of the duties and responsibilities that I may be required to undertake. From time to time, I may be required to undertake other duties within my skills and experience.

Name: *(please print)* _____

Signature: _____ **Date:** _____