

POSITION DESCRIPTION



Specialist Housing Case Manager

Transitional Support Program (TSP) – Maribyrnong Community Residential Facility (MCRF)

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.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

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

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Specialist Housing Case Manager
PROGRAM:	Transitional Support Program
LOCATION:	Maidstone
REPORTING RELATIONSHIPS:	This position reports directly to the Senior Practitioner
EFFECTIVE DATE:	June 2025

Position Purpose

- Work collaboratively with the Maribyrnong Community Residential Facility (MCRF), Transitional Support team, participants and key stakeholders to develop housing plans that will assist participants transition to safe, stable and affordable housing.
- Provide 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); access to private rental, social and public housing stock and/or specialist accommodation; assistance accessing funding for housing establishment; and access to crisis accommodation if needed.
- Targeted housing support that will help participants to secure, establish and maintain tenancies, by liaising with housing providers, real estate agents and the Office of Housing. Attend housing inspections and tenancy reviews, and understand relevant legislative requirements and adhere to tenancy agreements.
- To engage positively and proactively with key stakeholders including Corrections Victoria, prison staff and Community Corrections and parole officers, facility staff, external agencies and support services.
- Provide outreach-based case management and housing support to participants residing at the facility, and once they have moved into the community.
- Ability to work autonomously in the community in an outreach capacity.

Program Purpose

Transitional Support Program

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). 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 and case management support.
- Ensure participants have an individual transition and case plan that incorporates a tailored response to key areas including; support to access to medium and long-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 and employment.
- Provide case management and outreach support to participants residing at the facility and up to a further six months in community as participants transition to independent living.
- Address the underlying issues of offending behavior to mitigate recidivism, 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.

Duties of the position

- To engage and work collaboratively with Case Managers, facility staff and Community corrections staff, including parole; where applicable to assess and understand participants' housing histories, develop a housing exit strategy and a planned response that incorporates the aspirations of men on the program
- Initiate activities that will assist participants 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 accommodation options. Assist participants to submit private rental and the Victorian Housing Register (VHR) 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
- 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 case files, records and statistics to facilitate good practice and accountability
- The ability to manage competing priorities in a high-volume work environment
- Data is accurately maintained in line with Organisational policy and funding requirements, and provided to management as required.
- Other duties as required.

Key Selection Criteria

1. Tertiary qualification/s and/or relevant experience in field.
2. A broad understanding of the issues facing people involved with the justice system including a solid understanding of the housing and homelessness sector; and empathy and insight into the complex needs of men transitioning from prison to community.
3. Excellent verbal and written communication skills, including a demonstrated ability to relate effectively to a diverse range of people
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 appropriate services to individuals, from Aboriginal and culturally and racially marginalized (CARM) backgrounds.

Key Performance Indicators

- Develop respectful relationships with colleagues, participants and key stakeholders – both internal and external.

- Develop, implement, monitor and review participant transition plans within agreed timelines.
- Provide outreach-based case management support.
- Complete all reporting requirements associated with the role including case notes, safety plans, risk mitigation plans and monthly data – all reporting is accurate and reflective of the work undertaken with participants.
- Meet all timelines and outcomes as per contractual obligations

Key responsibilities of Jesuit Social Services Employees

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Communicate clearly with others
- Manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required.
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities.

Continuous Improvement and Professional Standards

- Demonstrate a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support to all including Aboriginal and Torres Strait Islander peoples and those who identify as LGBTQIA+
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory
- Demonstrate an understanding of the identity and ethos of Jesuit Social Services.

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Drivers Licence
- Proof of eligibility to work in Australia
- Corrections Victoria clearance and ability to enter Victorian prisons

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, we undertake a range of checks and processes to ensure safeguarding of children, and you are required to meet the behavior standard 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.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:
General Manager, Adult Justice

Position Description Review Date:
2 years from effective date