**Job Description Form**

**Case Manager**

**(Service Delivery)**

**Position Details**

**Position Number:** Generic

**Classification:** Level 4

**Award/Agreement:** PSA 1992 / PSCSAA 2022

**Organisational Unit:** Community Services / Service Delivery / District Office

**Location:** Metropolitan and Regional WA

**Classification Date:** December 2012

**Effective Date:** May 2023

**Reporting Relationships**

**This position reports to:**

Manager Housing Services, 013817, Level 6 /

Senior Case Managers, Various, Level 5

**Positions under Direct Supervision:**

This position has no subordinates.

**About the Department**

The Department of Communities is Western Australia’s major human services department that brings together vital services and functions that support individual, family and community wellbeing.

Working closely with our partners across government and the community services sector, our areas of responsibility include disability services; child protection; housing; homelessness; women’s interests; community services; prevention of family and domestic violence; seniors and ageing; volunteering; and youth. We also lead the State’s welfare recovery, following challenges presented by the COVID-19 pandemic.

We support many Western Australians, with a focus on some of the most vulnerable people in our state. The job we do is rewarding but can be challenging.

People, place and home is at the core of everything we do and why we do it.

We work for the people who make up our communities across Western Australia; we help people be the best they can be. We focus our efforts on building places that are inclusive and connected and offer everyone the opportunity to prosper. And we support children and families so that they can have a physically and emotionally secure place to call home.

We promote a diverse workforce and embrace a high standard of equal opportunity, health and safety, and ethical practice.

Join us and work in a role where you can make a real difference to the lives of children, families, individuals and communities throughout Western Australia.

**Role Statement**

This position is responsible for investigating complaints made against Public Housing Tenants and takes action to manage disruptive behaviour in accordance with Housing policies of the Department of Communities.

**Position Duties and Responsibilities**

**1. Investigates Complaints Management**

1.1 Investigates disruptive behaviour complaints made against Tenants applying a high standard of investigative practice.

1.2 Conducts interviews, gathers, records and assesses evidence to establish the facts of a complaint, makes findings and takes action in accordance with policy.

1.3 Makes recommendations with respect to pursuing legal action in accordance with policy.

1.4 Contributes to the preparation of submissions to Senior Management in relation to legal action.

1.5 Prepares good quality reports and correspondence.

1.6 Accurately records and tracks complaints and outcomes within prescribed timeframes.

1.7 Provides accurate and timely advice to Tenants and Complainants about legal processes, policy and outcomes, while adhering to privacy requirements.

1.8 Identifies issues arising from investigations and recommends further action where appropriate.

1.9 Assists Senior Case Managers with more complex investigations as required.

**2. Tenancy Management**

2.1 Maintains contact with Tenants, effectively communicating the impact upon the tenancy of relevant policies.

2.2 Recommends referrals for Tenants to external support Agencies to address issues contributing to disruptive behaviour.

2.3 Works effectively with internal and external stakeholders to support dysfunctional tenancies and seeks to resolve issues of disruptive behaviour.

2.4 Liaises with Mediators to resolve low-level disputes, where available and appropriate.

2.5 Researches, investigates and reports on Executive, Parliamentary, Ministerial and Ombudsman enquiries related to disruptive behaviour cases.

**3. Liaison and Negotiation**

3.1 Liaises with Senior Staff and Regional Offices as required to manage cases of disruptive behaviour.

3.2 Engages external stakeholders at Officer level to assist in investigating complaints and progressing legal action.

3.2 Maintains good working relationships with external Support Providers.

**Corporate Responsibilities**

1. Exhibits accountability, professional integrity and respect consistent with Communities Values, the Code of Conduct, and the public sector Code of Ethics.

2. Actively participates in the Communities performance development process and pursues professional development opportunities.

3 Participates in emergency or critical event response management duties as required.

4. Undertakes other duties as required.

**Work Health and Safety Responsibilities**

**All Employees (and Volunteers / Trainees / Contractors)**

1. Take reasonable care for your own health, safety and wellbeing at work, and that of others who may be affected by your actions or omissions; and comply and cooperate with safety and health policies, procedures and applicable legislated requirements.

**Supervisors (if applicable)**

2. In addition to the Employees WHS responsibility, ensure as far as practicable, the health, safety and wellbeing of staff under your supervision through the provision of a safe workplace in accordance with health and safety legislation.

**Essential Work-Related Requirements (Selection Criteria)**

1. Well-developed interpersonal skills with the ability to conduct confidential interviews with a diverse range of people on sensitive and disputed issues.

2. Well-developed written communication skills, including Report Writing.

3. Demonstrated analytical and evaluation skills with an ability to interpret and apply policy and legislation.

4. Well-developed organisation skills with the ability to plan and prioritise workloads to meet deadlines.

5. A strong client focus with demonstrated knowledge and understanding of the issues impacting Aboriginal people and demonstrated experience in or the ability to work and engage effectively with Aboriginal people in a sensitive manner.

**Desirable Work-Related Requirements (Selection Criteria)**

1. Tertiary qualification in Social Sciences, Humanities or Property Management.

2. Demonstrated knowledge of the issues affecting Public Housing tenants.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory Criminal Record Check conducted by the Department.

2. Able to travel to remote regional locations, including by light aircraft, and to stay overnight or for short periods.

3. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time-to-time production of the licence may be required upon request by the Department.

4. Candidates possessing international qualifications must provide assessment by the Overseas Qualification Assessment Unit (OQU) from Department of Workforce Development and Training WA or OQU assessment from another state for approval as an equivalent by the Executive Director, Department of Commerce.