



### **Part-time 'Mission 2 a Future' Case Manager**

City Mission is seeking a highly motivated and proactive Part-time (18 hours per week) Case Manager for our Mission2aFuture program in Launceston. The program is designed to work with individuals to assist with their transition into work. The successful candidate will have great networking, client assessment and management skills.

#### **Essential Qualifications/Experience:**

- Experience working with disadvantaged members of the Community to assist them with transition into the community.
- Experience working with individuals to help them identify, develop and implement specific goals to gain work, education or other appropriate reengagement activity.
- Case Management services including scheduling of appointments, development of transition plan, individual monitoring and progress reporting (case notes), full range of support for individuals in line with transition plan objectives.
- Familiarity with work placement programs and acting as a liaison between workplace supervisor, Job network agencies and participant.
- Ability to identify when individual requires intervention by LCM Client Services for personal needs/challenges and arrange for referral and support.
- Knowledge of local employment, training and job networks to make appropriate enquiries, referrals and appointments for clients in line with transition plan.
- Ability to deliver employment preparation training including individual preparation, written applications and knowledge of local programs and initiatives.
- Demonstrated empathy with client group and staff
- Accurate and timely administration, including experience in project reporting
- High level of interpersonal and communication skills
- Demonstrated ability to achieve benchmarks/performance measures
- National Police Check is required for all roles at LCM

#### **Desirable:**

- Qualifications and/or experience in assessing and delivering Language Literacy and Numeracy development for individuals.
- Understanding of the issues surrounding Adult Literacy, especially delivery in the workplace.
- Experience or demonstrated capacity to work in an organisation adopting a Christian ethos.
- Previous experience within a not for profit and/or community services background
- Demonstrated ability to work unsupervised
- Positive history of following organisational Policy & Procedures

The position is required to deliver the Mission 2 a Future (M2aF) Program, a LCM initiative designed to assist LCM clients to make a successful transition into the community. Tasks include: Promoting the program to internal and external stakeholders; Meeting with prospective participants to discuss program objectives and determine their suitability; Liaison with LCM support staff across all LCM services (referrals from and to); Regular meetings with participants to determine, implement and measure progress against transition plans; Support clients with all elements required to identify and gain work, enrol in formal education/training and transition into community; Ability to recognise individual needs and make appropriate referrals (where necessary); Develop and deliver work preparation training for small groups; Deliver on all outcomes associated with Mission 2 a Future contract; Maintain administration/records in line with contractual obligations; Work with other staff/coordinator to assist in creating reports as required.



This is a Part-time position (18 hours per week) and salary will be based on the Social, Community, Home Care and Disability Services Industry Award 2010. Community Service Salary Packaging applies.

If you have a passion to work as part of a friendly team in a caring compassionate environment, knowing that our success will be directed towards community services, including those provided individuals at risk of homelessness and those struggling with dependency related problems, we encourage you to apply.

Please send your written application addressing the selection criteria and your ability to effectively perform the primary tasks above to the Human Resource Manager, Launceston City Mission, PO Box 168, Launceston, or upload it to the SEEK website.

A full job description is available by phoning 6335 3000 during office hours or by emailing [office@citymission.org.au](mailto:office@citymission.org.au) or via our website – [www.citymission.org.au](http://www.citymission.org.au) – Click on “Work With Us”.

**Applications close on Monday 29 April 2019 at 9am.**