**Job Description Form**

**Senior Case Manager**

**Generic**

**POSITION DETAILS**

Classification Level: Level 5

Award/Agreement: PSA 1992 / PSGOGA 2014

Position Status: Permanent Full Time

Organisation Unit: Service Delivery – Client Services

Physical Location: Various

JDF Review Date: Jessica Boucher 02/09/2015

Position Creation Date:

**REPORTING RELATIONSHIP**

This position reports to: Manager Housing Services, Level 6

This position has the following subordinates: Case Manager, Level 4

**ABOUT THE HOUSING AUTHORITY**

The Housing Authority is an affordable housing provider involved in land development, housing construction and property management. Working in partnership to build economic and social prosperity by enabling Western Australians to have a place to call home.

**ROLE STATEMENT**

Investigates complex complaints made against public housing tenants and takes action to manage disruptive behaviour in accordance with Departmental Policy. Supervises the activities of Case Managers.

**CORE DUTIES AND RESPONSIBILITIES**

**Investigation and Complaints Management**

1. Investigates complex disruptive behaviour complaints made against tenants applying a high standard of investigative practice.
2. Conducts interviews, gathers, records and assesses evidence to establish the facts of a complaint, makes findings and takes action in accordance with policy.
3. Makes recommendations with respect to pursuing legal action in accordance with policy.
4. Contributes to the preparation of submissions to senior management in relation to legal action
5. Prepares high quality reports and correspondence.
6. Accurately records and tracks complaints and outcomes within prescribed timeframes.
7. Provides accurate and timely advice to tenants and complainants about legal processes, policy and outcomes, while adhering to privacy requirements.
8. Identifies issues arising from investigations and recommends further action where appropriate.
9. Supervises the activities of Case Managers, providing guidance and assistance on case management issues and work flow management.

**Tenancy Management**

1. Maintains contact with tenants, effectively communicating the impact upon the tenancy of relevant policies.
2. Makes referrals for tenants to external support agencies to address issues contributing to disruptive behaviour.
3. Works effectively with external support providers to intervene in support of dysfunctional tenancies and seek to resolve issues of disruptive behaviour.
4. Liaises with mediators to resolve low-level disputes, where available and appropriate
5. Researches, investigates and reports on Executive, Parliamentary, Ministerial and Ombudsman enquiries related to disruptive behaviour matters.

**Liaison and Negotiation**

1. Liaises with senior staff and regional offices as required to manage cases of disruptive behaviour.
2. Engages external stakeholders at officer level to assist in investigating complaints and progressing legal action.
3. Initiates, develops and maintains networks and good working relationships with external support providers.

**Other**

1. Represents the Department at external forums as required.
2. Performs other duties as required.

**SELECTION CRITERIA**

**ESSENTIAL**

1. Highly developed oral and interpersonal skills with the ability to conduct confidential interviews with a diverse range of people on complex, sensitive and disputed issues.
2. Highly developed written communication skills including report writing.
3. Demonstrated analytical and evaluation skills with an ability to interpret and apply policy and legislation.
4. Demonstrated supervisory skills with the ability to coach and mentor staff.
5. Well-developed organisation skills with the ability to plan and prioritise workloads to meet tight deadlines and work with minimal supervision.
6. A strong client focus with demonstrated knowledge and understanding of the issues impacting Aboriginal people and demonstrated experience in, or ability to work and engage effectively with Aboriginal people in a sensitive manner.
7. Current ‘C’ Class driver’s licence.

**DESIRABLE**

1. Tertiary qualification in social sciences, humanities, and/or property management.
2. Demonstrated knowledge of the issues affecting public housing tenants.