



# JOB DESCRIPTION FORM

## SECTION 1 – OFFICE IDENTIFICATION

TITLE	CASE MANAGER	DIRECTORATE	SERVICE DELIVERY
POSITION NUMBER	GENERIC	BRANCH	
CLASSIFICATION	LEVEL 4	SECTION	
LOCATION		SALARIES AGREEMENT/AWARD	PSGOGA
REVIEWED BY	[NAME] – [DATE]	EFFECTIVE DATE	

## SECTION 2 – REPORTING RELATIONSHIPS

TITLE	Manager Housing Services
CLASSIFICATION	Level 6
Responsible to	
TITLE	Senior Case Manager
CLASSIFICATION	Level 5
Responsible to	
THIS ROLE	

Other roles reporting directly to the Line Manager.
Title and Classification



Roles under <u>direct</u> responsibility		
Title	Classification	Number of FTE's
Nil		

## SECTION 3 – ROLE STATEMENT

Investigates complaints made against public housing tenants and takes action to manage disruptive behaviour in accordance with the Housing Authority's Policy.

## SECTION 4 – STATEMENT OF DUTIES

<b>1</b>	<b>Investigation and Complaints Management</b>
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.
<b>2</b>	<b>Tenancy Management</b>
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	Liases 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.
<b>3</b>	<b>Liaison and Negotiation</b>
3.1	Liases with senior staff and regional offices as required to manage cases of disruptive behaviour. 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.
<b>4</b>	<b>Other</b>
4.1	Performs other duties as required.

## SECTION 5 – SELECTION CRITERIA

ESSENTIAL	<p>Well developed interpersonal skills with the ability to conduct confidential interviews with a diverse range of people on sensitive and disputed issues.</p> <p>Well developed written communication skills, including report writing.</p> <p>Demonstrated analytical and evaluation skills with an ability to interpret and apply policy and legislation.</p> <p>Well developed organisation skills with the ability to plan and prioritise workloads to meet deadlines.</p> <p>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.</p>
DESIRABLE	<p>Current 'C' Class driver's licence.</p> <p>Tertiary qualification in social sciences, humanities, property management.</p> <p>Demonstrated knowledge of the issues affecting public housing tenants.</p>