



Job Description Form

Senior Case Manager

Position Details

Position Number:	04003189
Classification:	Level 5
Award / Agreement:	PSA 1992 / PSGOCSAGA 2017
Organisational Unit:	Regional & Remote Communities, East Kimberley
Location:	Kununurra
Effective Date:	8 October 2019 – updated to new JDF template.

Reporting Relationships

This position reports to:

04003106, Manager Housing Services Level 6

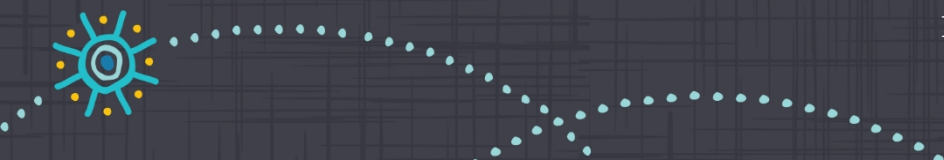
Positions Under Direct Supervision:

This position has no subordinates.

About the Department

The Department of Communities' mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department's direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department's functions and services include disability services; child protection and family support; social and affordable housing; community initiatives and remote regional services reform.

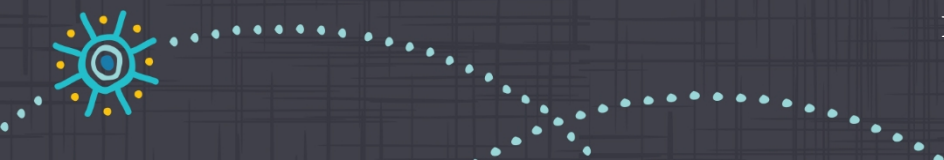


The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

Role Statement

This position is responsible for investigating complaints made against public housing tenants and takes action to manage disruptive behaviour in accordance with Departmental Policy. Coordinates and controls the capture, distribution and monitoring of complaints made against public housing tenants. Provides guidance, assistance and support to branch officers.



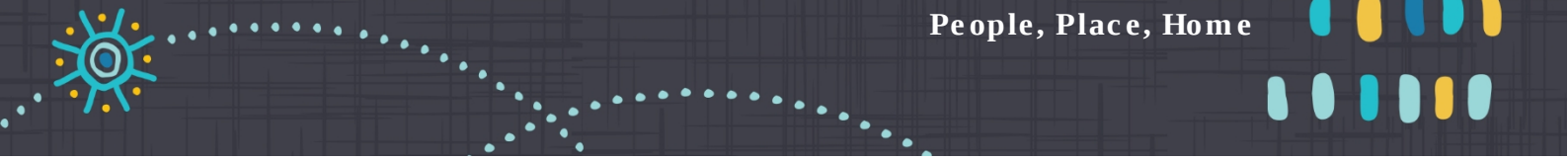
Duties and Responsibilities

1. Investigation and Coordination of Complaints Management

- 1.1 Investigates disruptive behaviour complaints made against tenants applying a high standard of investigation 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 Responsible for the coordination and control of the capture, distribution and monitoring of complaints made against public housing tenants, including the management of the DBRS email account within prescribed timeframes.
- 1.6 Undertakes reviews to ensure complaints received fall within the scope of the policy.
- 1.7 Prepares basic statistical and other reports as required.
- 1.8 Accurately records and track complaints and outcomes within prescribed timeframes.
- 1.9 Provides accurate and timely advice to tenants and complainants about legal processes, policy and outcomes, while adhering to privacy requirements.
- 1.10 Identifies issues arising from investigations and recommends further action where appropriate.
- 1.11 Provides guidance, assistance and support to branch officers.

2. Tenancy Management

- 2.1 Maintains contact with tenants, effectively communicating the impact upon the tenancy of relevant policies.
- 2.2 Makes referrals for tenants to external support agencies to address issues contributing to disruptive behaviour.
- 2.3 Works effectively with external support providers to intervene in support of dysfunctional tenancies and seek 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 matters.

3. Liaison and Negotiation

3.1 Liaises with senior staff and regional offices as required to manage cases of disruptive behaviour.

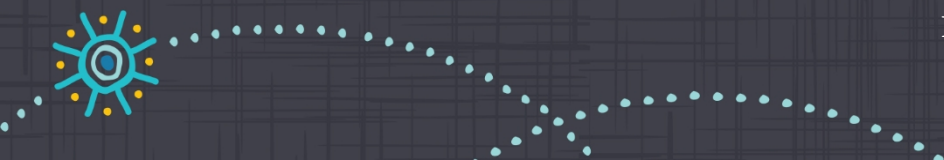
3.2 Engages external stakeholders at officer level to assist in investigating complaints and progressing legal action.

3.3 Initiates, develops and maintains networks and good working relationships with external support providers.

4. Other

4.1 Represents the Department at external forums as required.

4.2 Performs other duties as required.



Essential Work-Related Requirements (Selection Criteria)

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. Well developed organisation skills with an ability to plan and prioritise workloads to meet tight deadlines and work with minimal supervision.
5. 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 with Aboriginal people in a sensitive manner.
6. Demonstrated experience in the use of databases/software applications, including Excel spreadsheets to provide accurate data and reports.

Desirable Work-Related Requirements

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

Special Appointment Requirements

1. Appointment is subject to a satisfactory National Police Clearance.
2. Possession of a current Western Australian 'C' or 'C-A' Class Driver's Licence or equivalent. 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 Agency.
3. Able to travel by air to remote regional locations and to stay overnight or for short periods.

