**Job Description Form**

**Case Manager**

**Position Details**

**Position Number:**  Generic

**Classification:**  Level 4

**Award / Agreement:**  PSA 1992 / PSCSAA 2021

**Organisational Unit:** Community Services

**Location:** Various

**Classification Date:** 15 December 2012

**Effective Date:** October 2021

**Reporting Relationships**

**This position reports to:**

Senior Case Manager, Level 5

**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 the Department of Communities Housing Division’s Policy.

**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. 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.

**4. Corporate Responsibilities**

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

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

4.3 Undertakes other responsibilities as directed.

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