

# Position Description

<b>Title</b>	Homelessness Worker
<b>Business unit</b>	Homelessness Services
<b>Location</b>	126 Raymond Street, Sale, Victoria, 3850
<b>Employment type</b>	Full time   Ongoing
<b>Reports to</b>	Team Leader Homelessness Support Services

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

The Homelessness Worker will provide a range of support services and assistance to access emergency crisis accommodation to people who are homeless or at risk of homelessness or experiencing family violence.

The broad aim of our homelessness services is to:

- Assist individuals and families in housing crisis to establish and/or maintain appropriate, secure and sustainable housing through offering assessment and planning to determine whether homelessness services are the appropriate response for the person seeking assistance.
- Achieve long-term housing, employment, education, health and wellbeing outcomes for people who are homeless or at risk of homelessness.

In addition to these aims, this program also acts as an access point for homelessness services. Providing initial assessment planning, access to crisis support accommodation, referral, and case managed support. This may include counselling, crisis resolution, personal care, life skills training,

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information and advocacy and/or assistance with accessing appropriate long term housing and training and employment opportunities.

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### 2. Scope

#### Budget:

*nil*

#### People:

*nil*

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### 3. Relationships

#### Internal

- Executive and Senior Program Management
- Employees, volunteers, students & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services

#### External

- Consumers
  - Department of Families Fairness and Housing
  - Homes Victoria
  - Other Community Service Organisations as required.
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### 4. Key responsibility areas

#### Service delivery

- Provide housing assistance to individuals and families in crisis as a result of homelessness or impending homelessness and assist individuals and families in housing crisis to establish and/or maintain appropriate, secure and sustainable housing through the provision of initial assessment and planning, and support.
- Utilise an assessment and referral framework that supports best practice for initial engagement and risk assessment at the point of first contact.
- Ensure optimum access for clients, with emphasis given to assisting all eligible persons at their first point of contact with the homelessness service sector.
- Support clients where possible to remain in their local/natural communities.
- Ensure support is provided in a timely manner, recognising that early intervention to prevent homelessness is the most appropriate form of assistance in the majority of circumstances.
- Maximise self-determination of clients, ensuring that they have full knowledge and maximum control over decisions that impact on their lives.
- Ensure co-ordination between homelessness services, and in collaboration with complementary support services to allow for a cohesive service system targeted towards assisting individuals and families in housing crisis.
- Treat all clients equitably, regardless of age, gender, ethnicity, language, income status or source of referral.
- Develop care plans in conjunction with consumers and other relevant participants that identify goals and reflect a client self-management approach.
- Liaise with support services including networking with relevant agencies.
- Provide secondary consultation to both internal and external service providers within scope of role.

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#### Administration, quality and risk

- Timely and accurate recording of case notes and data utilising the departmental database for reporting – SHIP.
- Maintain statistical information related to case management for the use in team planning.
- Document assessments, care plans and interventions in the client SHIP record according to program and documentation guidelines.
- Complete accurate and timely records which meet program reporting requirements.
- Undertake as required, the monitoring, purchasing, storage and maintenance of supplies, resources, and equipment (as required)
- Ensure clients are active participants in any actions/decisions affecting their lives.
- Support management in implementing client feedback and consumer satisfaction systems.
- Accurately record flexible brokerage expenditure in the client management system

#### People and teams

- Build and maintain positive stakeholder relationships.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

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## 5. Person specification

### Qualifications

- Relevant tertiary qualification in social work, community services, welfare studies or other equivalent and related discipline

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#### Experience

- Demonstrated understanding of the needs and issues of individuals and families experiencing or at risk of homelessness
- Demonstrated experience in working effectively and compassionately with people with complex needs and challenging behaviours.
- Demonstrated ability in the use of the MARAM framework for identifying risk for those experiencing Family Violence.
- Demonstrated understanding of Residential Tenancies Act, Victorian Civil Administrative Tribunal (VCAT) and Victorian Housing Register (VHR)
- Experience in community health, or other community-based service.
- Ability to support clients and advocate on their behalf regarding their housing needs.
- Ability to liaise, network and refer to external agencies.

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Community engagement and education:** demonstrated ability to build community acceptance and understanding of people who have been sleeping rough or those who have significant social and mental health issues.
- **Participation and inclusion:** proven capability to assist consumers to resolve a variety of complex matters relating to community activities and inclusion goals.
- **Consumer Centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers.
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for other feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment.
- **Administrative skills:** Excellent organizational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills.
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills
- **Child Safe:** Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.

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## 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

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**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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