

Position Description

Title	Senior Homelessness Worker
Business unit	Homelessness Services
Location	126 Raymond Street, Sale
Employment type	Part time (60.8 hours per fortnight) Ongoing
Reports to	Manager – Children, Youth & Families (Team 2)

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 broad aim of Uniting Gippsland’s 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, information and advocacy and/or assistance with accessing appropriate long-term housing and training and employment opportunities.

The Senior Homelessness Worker is an integral member of the Homelessness Services leadership team. This position is responsible for providing supervision and support for workers within the Homelessness Services team, whilst also maintaining a reduced case management load.

Position Description

Senior Homelessness Worker

The Senior Homelessness worker works in partnership with the Manager – Children, Youth & Families to support Uniting’s strategic direction and operational goals.

2. Scope

Budget: TBC

People: Up to 4 direct reports, and students on placement

3. Relationships

Internal

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

External

- Clients, families, and their advocates
 - Department of Families, Fairness and Housing
 - Homes Victoria
 - Other Community Service Organisations as required
-

4. Key responsibility areas

Service delivery

- In partnership with the Manager Child Youth & Families, actively lead a team of up to four direct and indirect reports, and students
- Participate in the delivery of client services and take responsibility for the quality and outcomes of those services
- Provide secondary consult to Homelessness Workers in relation to complex or challenging case work
- Provide secondary case work support to clients during staff absences
- Actively contribute to Homelessness Services Program planning, reporting and review processes
- Ensure staff are fully aware of relevant regulations and organisational policy, regional initiatives and procedures applicable to their activities
- Ensure staff understand the planning/ reporting process and operational tasks
- Promote and monitor staff utilisation of SHIP client’s case management style, and coordinate training for new staff

People and teams/leadership

- Provide support and supervision to a team of Homelessness Workers, and students on placement in accordance with Uniting’s policy to strengthen and develop their professional potential, addressing performance, OHS or HR issues as they arise
- Facilitate appropriate training opportunities for staff to ensure ongoing staff development and skill relevance
- Provide in-depth orientation, induction and probation review milestones for new staff members
- Cover duties and responsibilities in relation to Homelessness Services program delivery when line management is on leave or unavailable

Position Description

Senior Homelessness Worker

- Generate and encourage ideas for innovation and enhancing working practices to achieve organisational mission and in line with Uniting values
- Manage team dynamics, supporting productive working relationships and work-life balance.
- Build team spirit and support team member's development
- Participate in regular networking and communication with other regional agencies and key stakeholders to promote understanding and co-operation to enhance cross service delivery
- Develop and maintain effective relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government officials
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values

Reduced case load

- Maintain a reduced case load of clients to support program to achieve yearly targets

Quality and risk

- Monitor expenditure agreements of program brokerage and assist in the review of financial performance
- Prepare, review, and upload monthly homelessness reports and data extracts to funding bodies as required
- Ensure all legal obligations and compliance requirements are met
- Ensure relevant policies and procedures reflect legislative and other regulatory requirements and that they are made available to all staff and are understood and adhered to
- Report and participate in any investigation of any incident or occurrence that may constitute a breach of any legal or agency requirement

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

5. Person specification

Qualifications

- Relevant tertiary qualification in social work, community services, welfare studies or other equivalent and related discipline, plus a minimum two years post qualifying experience

Position Description

Senior Homelessness Worker

Experience

- Experience and understanding of the Housing and Homelessness sector
- Demonstrated understanding of the needs and issues of individuals and families experiences 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 identify risk for those experiencing Family Violence
- Demonstrated understanding of Residential Tenancies Act, Victorian Civil Administrative Tribunal (VCAT) and Victorian Housing Register (VHR)
- Demonstrated ability to communicate effectively with broad range of internal and external stakeholders
- Ability to constructively challenge systematic processes in a professional and collaborative manner
- Commitment to collaborative multiprogram and agency work practices
- Demonstrate experience in providing leadership to others

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **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 others 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 organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; Strong interpersonal skills including a high level of self-awareness
- **Leadership:** Ability to lead effectively in stressful situations in line with Uniting's values

Other requirements

- Legal eligibility to work in Australia
- Current Australian Driver's Licence
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

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.

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