

Position Description

Title	Senior Worker
Business Unit	Homelessness Support Services
Location	160 Whitehorse Road, Blackburn, Victoria, 3130
Employment type	Full Time Ongoing
Reports to	Team Leader Homelessness

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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 Senior Worker is an integral member of the Homelessness Support Services Leadership Team. The Homelessness service stream includes support for families, single adults, and youth at risk of homelessness. It includes Multicultural Transitional Support teams, Open Door Intake, 'A Place to Call Home', 'Housing Options Program Eastern', and tenancy support programs.

This position is responsible for managing a reduced case management load of five clients and supervises a team of five direct and indirect reports to achieve quality client outcomes. The Senior Worker works in partnership with the Team Leader Homelessness to support Uniting's strategic direction and operational goals.

2. Scope

Budget: Nil

People: Up to five direct reports:

- Transitional Support Workers

Position Description

Senior Worker

- Students
-

3. Relationships

Internal

- Team Leader Homelessness
- Senior Manager, Homelessness Support Services
- Facilities Manager

External

- Clients, families and their advocates
 - Department of Health and Human Services
 - Consumer Affairs Victoria
 - Centrelink
 - Real Estate Agents
 - Employment services, legal services, health services, emergency relief providers and other support services
-

4. Key responsibility areas

Leadership

- In partnership with the Team Leader Homelessness, actively lead a team of five direct reports, and students
- Participate in the delivery of client services across Homelessness Support Services and take responsibility for the quality and outcomes of those services.
- Cover duties and responsibilities of other line managers when they are on leave or unavailable.
- Empower staff to manage their case work and be accountable for outcomes.
- Participate in regular networking and communication with other regional agencies and key stakeholders to promote understanding and co-operation to enhance cross service delivery.
- Provide appropriate mentoring/supervision to staff in accordance with Uniting policy.
- Provide staff with opportunities to strengthen and develop their professional potential.
- Attend and actively participate in Homelessness Support Services' leadership, and staff meetings.
- Ensure staff are fully aware of relevant regulations and organisational policy, regional initiatives and procedures applicable to their activities.
- Adhere to Uniting's supervision policy and address any performance, OH&S or HR issues as they arise.

People and teams

- 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.
- Maintain own professional knowledge, skills and contributing to identification of learning requirements and professional development plans.

Service planning, development, review and data reporting

- Maintain and understand own role in achieving organisational mission
- Foster collaboration and team work within and across programs and services
- Follow work plans and prioritise key tasks
- Openly share information, participate and contribute to team discussions
- Value diversity in teams and support team members
- Prepare, review and upload monthly homelessness data extracts to funded bodies.

Position Description

Senior Worker

- 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.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values

Reduced Case Load

- Carry a reduced case load of clients to enable programs to achieve yearly targets
- Foster collaboration and team work within and across programs and services
- Provide secondary case work support to clients during staff absences or when there are vacancies within the team.

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

5. Person specification

Qualifications

- Diploma of Community Services, Welfare or related discipline is essential
- Current valid driver's licence is essential
- Tertiary qualification in Social Work, Community Services or related discipline is desirable

Experience

- 12 months experience in the community services field is preferred
- Experience working in the housing and/homelessness sector is preferred
- Understanding of the Residential Tenancies Act is preferred

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Child Safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Team work:** willing to be proactive, help others, and contribute to the continuous improvement of a positive, collaborative and effective work environment

Position Description

Senior Worker

- **Professionalism:** execute day to day activities in a positive, respectful and enthusiastic manner
 - **Culturally Aware:** positively utilises diversity and values diversity as a strength
 - **Client focused:** prioritises the needs of clients
 - **Communication:** well-developed communication and interpersonal skills
 - **Time management:** ability to manage workloads and prioritise tasks
 - **Problem solving:** well-developed problem solving skills
-

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.
