

Position Description

Title	Private Rental Assistance Program (PRAP) Plus Worker
Business unit	Homelessness Support Services, Eastern Melbourne
Location	321 Ferntree Gully Road, Mount Waverley
Employment type	Full time Ongoing
Reports to	Homelessness Team Leader

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 PRAP Plus worker is responsible for time limited outreach intervention programs for households living in or entering private rental tenancies that require additional practical support to establish or maintain their housing. The PRAP Plus – Support Program is an initiative which is a key element of the Private Rental Assistance Program (PRAP). The PRAP Plus worker will primarily support clients in the communities where they live, and work alongside the PRAP team whilst supporting clients to identify and address issues which are contributing to the risk of tenancy breakdown.

2. Scope

Budget: nil

People: nil

3. Relationships

Internal

- Uniting Homelessness and administration teams

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External

- Clients and their families and advocates
 - Department of Health and Human Services
 - External support services including Centrelink, Real Estate Agents, employment services, legal services, health services, emergency relief providers
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4. Key responsibility areas

Service delivery

- In partnership with the PRAP Team, support clients to access private rental. This may include support to complete private rental applications, gathering appropriate documentation, attending inspections, role modelling communication and presentation at inspections
- Provide information, advocacy and support to establish a successful tenancy for clients who secure private rental
- Support clients to establish links within their local community and identify referral pathways to community supports and resources including financial counselling services, education, training and employment supports, tailored to their needs
- Support clients to develop individually tailored support and housing plans to enable clients to successfully transition into and sustain private rental tenancy
- Support clients to address support needs which have contributed to their homelessness
- Advocacy which may include advocating at VCAT
- Attend pre-vacating inspections addressing issues to prevent blacklisting

Community and inter-agency relationships

- Establish and maintain partnerships that provide support to existing and prospective tenants to access or maintain accommodation in the private rental market

People and teams

- Maintain and understand own role in achieving the 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 fellow team members
- 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

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

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- 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

- Essential: Diploma of Community Services, Welfare or related discipline
- Desirable: Tertiary qualification in Social Work, Community Services or related discipline

Experience

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

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Team work:** willing to be proactive and help others, and contribute to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** executes day to day activities in a positive, respectful and enthusiastic manner
- **Culturally aware:** values diversity as a strength and positively utilises diversity
- **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

Other requirements

- Legal eligibility to work in Australia
 - Current driver's licence valid in Victoria
 - 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)
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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. It is a

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condition of employment that all eligible workforce receive the COVID-19 vaccination and supporting evidence may be requested in order to perform duties at any of Uniting's workplaces.

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