

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Housing Caseworker	Department	Community Programs
Location	Flexible Location	Direct/Indirect Reports	10+ volunteers
Reports to	Team Leader – Housing	Date Revised	September 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0044588

### ■ Position Summary

The responsibility of the Housing Caseworker is to support in the provision of housing, homelessness and tenancy support and advocacy, to families and individuals living in private rental accommodation, community, and government housing, or to those vulnerable to or experiencing homelessness.

This role requires staff to be multi-skilled and flexible, with a well-developed understanding of the issues and service needs relevant to the varying and vulnerable client groups. The position requires the use of excellent verbal and non-verbal communication skills, including excellent interpersonal skills.

Whilst addressing all aspects of homelessness this role will specialising in supports for those in private, community and government rental accommodation, individuals newly arrived in Australia and older adults at risk of homelessness.

### ■ Position Responsibilities

#### Key Responsibilities

- As a Housing Caseworker you will be responsible in ensuring the delivery of a wide range of tenancy and property management services to clients from various backgrounds including clients with high complex needs and those newly arrived to Australia.
- Manage and monitor the human, financial and physical resources allocated to you whilst working within budgets.
- Provide case planning, case management and solutions focused support for people experiencing barriers to accessing and maintaining accommodation. Conduct comprehensive assessments which determine eligibility for the program and identify participant strengths, available resources and goals.
- Build and maintain positive, supportive, culturally appropriate and professional relationships with clients.
- Provide relevant information, referrals and advocacy to, and on behalf of, your clients and their families to assist them to move through support into housing and to maintain their housing long term.
- Connect clients/families to other general and specialist support services (explaining what those services will offer them.)
- Work closely with clients to develop strength-based case plans that meet their individual needs- or, where appropriate, work with HSP caseworkers in the support of individual case plans.
- Maintain effective/clear and concise case notes on the relevant databases.
- Comply with all relevant legislation, privacy/confidentiality policies, codes of practice/conduct and mandatory reporting requirements.
- Meet, achieve and report on varying Key Performance Indicators as required by the various funding bodies and housing programs.

- Establish productive and supportive relationships with colleagues and management, working closely to achieve a consistent service to clients.
- Develop and maintain good working relationships with external and internal stakeholders.
- Formulate various reports to monitor tenancy needs and trends and provide direction to relevant parties.
- Provide culturally appropriate referrals and life skills development courses.
- Improve ability of clients to live independently in private rental accommodation or other suitable housing options such as Independent Living Accommodation.
- Development of an advocacy framework to support tenants in maintaining their accommodation.
- Attendance at case conferences with relevant organizations, government departments and real estate agencies.
- Quality reports in accordance with funding requirements.
- Referrals to Red Cross and other existing volunteer support programs
- Continually contributes and supports Volunteers, Members and Staff.

## ■ Position Selection Criteria

### Technical Competencies

- Minimum 3 years' experience in homelessness, community housing sector, or property related industry ensuring familiarity with housing/tenancy practices and procedures.
- Ability to work with limited supervision.
- In depth knowledge of the Residential Tenancies Act WA
- Knowledge of relevant Real Estate platforms including Lease Eagle will be an advantage
- Knowledge of property management will be an advantage
- Relevant degree/diploma in community services
- The ability to build networks
- Excellent understanding of key issues affecting the homeless community
- Excellent interpersonal skills, building positive relationships with staff, managers and key community and government stakeholders
- Excellent analytical and problem-solving skills
- Excellent time management and organization skills
- Excellent written and verbal communication skills
- Advanced computer literacy/online technology experience

### Qualifications/Licenses

- Full unrestricted WA driving license

### Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.

- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.