

## POSITION DESCRIPTION – TEAM MEMBER

|                       |                                   |                         |                    |
|-----------------------|-----------------------------------|-------------------------|--------------------|
| Position Title        | Project Officer (Housing Support) | Department              | Community Programs |
| Location              | Kalgoorlie                        | Direct/Indirect Reports | 0                  |
| Reports to            | Goldfields Regional Manager       | Date Revised            | October 2018       |
| Industrial Instrument | WA Enterprise Agreement           |                         |                    |
| Job Grade             | Job Grade 4                       |                         |                    |

### ■ Position Summary

This position is responsible for the provision of housing support programs, which assist people exiting supported accommodation services and people leaving mental health treatment programs to obtain suitable accommodation and develop the skills to maintain and retain their housing successfully. The position is responsible for seeking and assessing referrals, providing intensive individualised case management support for program participants and for maintaining program records. The position requires overnight travel to Esperance on a regular basis, stopping at Norseman and other communities as required for program delivery.

### ■ Position Responsibilities

#### Key Responsibilities

- Effective delivery of two housing support programs, consistent with program guidelines, organisation and program policies and procedures, risk management requirements and the service agreements.
- Ensure that program targets and outcomes are achieved and program deadlines are met.
- Ensure that the program engages with all homeless client groups including people with mental illness, families, young people, single men and women, couples and women with children escaping domestic violence.
- Engage, assess and support program participants and ensure they are effectively linked with relevant Red Cross and external services.
- Work alongside program participants to develop, monitor and regularly review their Individual Support Plans. Support participants to address a range of issues including employment, health, financial management, daily living skills, tenancy and household management skills and support participants to stabilise their living situation, be socially connected and achieve long term, stable housing.

- Contribute to the development and facilitation of group activities, tailored to the needs of program participants.
- Maintain comprehensive case notes, risk assessments and program records and provide program information and statistics as required for internal and external reports.
- Work as part of the integrated Goldfields community programs team, contribute to the achievement of team goals, participate in the duty roster and team activities and cover for other Goldfields staff as requested.

## ■ Position Selection Criteria

### Technical Competencies

- Understanding of and respect for Aboriginal culture and the ability to work with and support Aboriginal participants in a culturally safe way.
- Knowledge and understanding of the factors impacting on the health and wellbeing of vulnerable individuals, families and communities in the Goldfields region.
- Skills and experience in working effectively with a wide range of client groups, including people with mental illness, families, young people and people with complex support needs who are affected by homelessness or inadequate housing.
- Skills and experience in delivering strengths-based case management and group activities and the ability to support vulnerable people to access services and to obtain, retain and maintain appropriate housing.
- Ability to work effectively with partner organisations and to represent the program at external meetings, as required.
- Excellent communication, interpersonal and team work skills and the ability to work harmoniously as part of an integrated programs team, maintain a positive 'can-do' approach and contribute to the achievement of team goals.
- Excellent organisational, time management, administration and computer skills, a good standard of written English and the ability to maintain comprehensive program records and reports.

### Qualifications/Licenses

- Qualification in community services, mental health, social work, or other relevant discipline and a minimum of 3 years' experience working with vulnerable people in a similar or related role;
- Current Driver's Licence.
- A Working with Children check is a mandatory requirement for this role. (This position has regular and ongoing contact with vulnerable families and children on a regular basis at the Kalgoorlie Aboriginal Short Stay Accommodation Facility where the position will be located. This position has regular and ongoing contact with adults who may have caring responsibilities for children within the Kalgoorlie – Boulder Community)

### Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Code of Conduct

- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**

Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time

- **COLLABORATE | Share Information and Communicate Effectively | Shares information consistently and transparently**

Proactively shares information and ideas | Actively listens to aid understanding | Ensure others have a chance to offer a point of view | Asks questions to clarify situation | Encourages others' point of view

## ■ 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