



## POSITION DESCRIPTION

### POSITION DETAILS

<b>Local Title and Program Area</b>	Homelessness Support Worker, Adults/Families, Homelessness Support Program
<b>Position Number</b>	H 05
<b>Classification, Time Fraction &amp; Duration</b>	Level 3
<b>Responsible to</b>	Team Leader, Adults/Families
<b>Qualifications</b>	A tertiary qualification in social work, youth work, psychology or social science or other relevant post secondary studies.
<b>Location</b>	140 Langtree Avenue, Mildura

### ORGANISATIONAL CONTEXT

Mallee Accommodation and Support Program is a not-for-profit community-based organisation with a long history of service provision to the more disadvantaged and vulnerable members of our community.

The overall aim of MASP is to deliver a coordinated range of service responses, facilitating the most appropriate, timely and cost-effective support to those most in need of support.

The development and maintenance of effective coordinated linkages with a range of relevant community agencies complements the work of the agency by enhancing client outcomes.

Further details about MASP can be found on MASP's website [www.masp.org.au](http://www.masp.org.au).

### PROGRAM OVERVIEW

The Homelessness Support Program aims to provide support and assistance to people that are homeless or at imminent risk of homelessness.

Within this aim, the goals are to assist clients to resolve crises, re-establish family links where possible, acquire and maintain appropriate housing and to empower homeless people to achieve their maximum level of self-reliance and independence.

Following an initial assessment, MASP can provide case management to those people who are homeless or at risk of homelessness.

The Homelessness Support Program utilises the range of available accommodation options, community linkages and effective case management practices, to assist people who are, or at risk of

homelessness to most effectively address their accommodation and support needs and assist in moving them towards independent living.

## POSITION OVERVIEW

The Adults/Families Homelessness element of the program focuses on those singles aged over 25 years of age and those who present as a family group.

The Homelessness Support Worker reports directly to the Team Leader, Adults/Families and will manage a caseload of clients who are homeless or at imminent risk of homelessness.

## POSITION DUTIES

1. Become familiar with appropriate government department guidelines, and eligibility requirements of programs relevant to target group including Office of Housing policy and procedures.
2. Provide a responsive, integrated and comprehensive case management service to clients characterised by a positive, supportive, empowering and professional relationship. Within this, workers are required to carry out a comprehensive and holistic assessment of client need and, in collaboration with clients, develop case plans with clear, agreed goals.
3. Link clients to identified support services required to achieve agreed outcomes, including (but not limited to) health services, education and training opportunities, counseling services, etc.
4. Access sources of funding where available to facilitate outcomes for clients (such as TILA, CEEP and other brokerage).
5. Be familiar with, and operate within, the 'Opening Doors' framework, utilising associated tools including the Initial intake and assessment form, referral and consent forms, prioritisation tool and resource register.
6. Assist clients to access emergency/interim housing options, including transitional housing and crisis accommodation, as well as caravan parks and motel accommodation.
7. Assist clients to secure long-term, safe and affordable housing through application to community, public and private housing, and assist with the transition into this accommodation (eg. connection of utilities, sourcing material aid via charitable agencies, etc.)
8. Ensure that service users are treated in accordance with social justice principles, and that decisions and actions by workers are at all times ethical and in the best interests of people using the service.
9. Ensure that accurate client records are maintained and meet obligations regarding statistical reporting.
10. In accordance with relevant guidelines and policies, assess eligibility for assistance via agency allocations of Housing Establishment Fund and Emergency Relief Funding and distribute as appropriate.
11. Advocate on behalf of and in the interest of homeless and disadvantaged people, promote the development of adequate permanent housing for homeless and disadvantaged people, and share information and promote the community awareness of issues of homelessness throughout the Mallee Region as appropriate.

12. Attend relevant local and regional meetings as directed.
13. Develop and maintain collaborative, effective and integrated working relationships with other service providers and provide advocacy where required.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for **all** aspects of service delivery.

## SKILLS AND COMPETENCIES REQUIRED

### Personal Attributes

- Honesty
- Ethical practice
- Positiveness
- Determination
- Self discipline
- Resilience
- Client focus
- Analytical approach
- Flexibility
- Cultural awareness
- Creativity & innovation
- Inclusiveness
- Collaboration
- Supportiveness

### Capabilities

#### Community & inter-agency relations

- **Networks and stakeholders** – utilises own community networks to achieve established outcomes
- **Partnerships and collaboration** – works collaboratively with other organisations in formal and informal partnerships to achieve client outcomes
- **Knowledge of community** – maintains basic awareness of current community issues and knowledge of relevant organisations
- **Social justice** – demonstrates commitment to social justice and social inclusion

#### Professionalism

- **Time management** – demonstrates punctuality and meets agreed schedules and timelines
- **Ethics** – observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas
- **Taking responsibility** – takes responsibility for work outcomes and enacts authority as defined in role statement
- **Problem solving** – demonstrates common sense and uses established strategies to solve routine problems
- **Initiative and enterprise** – contributes to ideas for improved ways of working

#### Communication

- **Advocacy** – actively listens to colleagues and clients and passes on relevant information accurately and appropriately
- **Written communication** – provides accurate written information using forms, files and templates appropriate to the task

- **Verbal communication** – speaks politely and explains issues and information clearly to clients and colleagues
- **Interpersonal skills** – demonstrates active listening and asks appropriate questions when dealing with clients and colleagues

#### Service Delivery

- **Reflective practice** – applies organizational practice models, procedures and relevant legislation when working with clients
- **Knowledge of client issues** – maintains awareness of client needs
- **Client outcomes** – supports clients to achieve their goals or aspirations through provision of quality service
- **Diversity** – demonstrates sensitivity and respect for diversity and differences in colleagues and clients
- **Client confidentiality and dignity** – respects client and team member confidentiality

## TERMS AND CONDITIONS

### Salary & Conditions

In accordance with the Mallee Accommodation & Support Program Inc. Enterprise Agreement. Salary packaging arrangements available

### Probation Period

On commencement, an initial six-month probationary period

### Police Check & Working with Children Check

Completion of a satisfactory Police Records check and Working with Children check prior to employment. It is the responsibility of the individual to keep their WWCC current.

### Driver Licence

Appointee must possess and retain a current Victorian driver licence

### Performance Appraisal

To be carried out by the supervisor within six months of commencement and thereafter once every twelve months.

Appraisal will be made in regard to this Position Description.

### Responsibility and Continuous Improvement

Take responsibility to become aware of and comply with all relevant MASP policy and procedure instructions. Of particular relevance are those dealing with the MASP Code of Conduct, the Workplace Equal Opportunity Policy and requirements for staff to be aware of requirements to develop cultural competence skills.

Participate in regular supervision and in staff meetings in the interests of maintaining effectiveness and team spirit.

Maintain a commitment to quality outcomes and ways of improving service delivery to clients. Demonstrate a commitment to strive to perform within an optimum continuous improvement framework

### Training & Development

Be prepared to participate in ongoing staff development, attending relevant forums and training as delegated

### Occupational Health & Safety Responsibilities

Ensure that work is carried out in accordance with MASP OH&S requirements and standards in order to prevent work related injuries and illnesses.

Work in a manner which does not willfully or negligently place at risk the health or safety of any person including self.

Comply with all reasonable instructions and procedures and report any potential situation which the employee feels may constitute a

hazard to the health and safety of self, other employees, clients or visitors to the agency.

Immediately report any workplace incident, accident or other occurrence which has happened and complete the necessary incident reporting documentation

Work within the guidelines of MASP's Privacy and Confidentiality policy

## KEY SELECTION CRITERIA

1. Possession of the mandatory qualification.
2. Ability to deliver effective client-centered case management practices.
3. Demonstrated experience working with young people, single adults and/or families experiencing homelessness or housing difficulty.
4. Ability to engage clients with complex needs and from diverse backgrounds.
5. Ability to advocate on behalf of, and in the interests of, homeless and disadvantaged people.
6. Ability to liaise with and make referrals to other government and non-government agencies and services.
7. Effective organisation and time management skills.
8. Possession of sound negotiation and assertiveness skills
9. Sound computer literacy skills.
10. Well-developed written and verbal communication skills.
11. Ability to work both independently and as part of a team.

## APPLICATIONS

Applications **must** address the Key Selection Criteria and be forwarded by the due date, addressed to:

Humans Resource Manager  
MASP  
PO Box 1686  
MILDURA VIC 3502

Applicants are strongly encouraged to discuss the position with the MASP contact officer, prior to submitting their application.