



## POSITION DESCRIPTION

### POSITION DETAILS

<b>Local Title and Program Area</b>	Senior Worker Housing Access (Victoria) Community and Social Inclusion
<b>Position Number</b>	CSI HA 06
<b>Classification, Time Fraction &amp; Duration</b>	Full time 1.0 EFT
<b>Responsible to</b>	Team Leader Housing Access
<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

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

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

### SYSTEMS LEADERSHIP

MASP's organisational design is underpinned by a systems leadership model of integrated management practices. We leverage from the skills, knowledge and experience of each other so that our clients get the best possible services and outcomes.

Although we deliver services through operational teams, we consider silos to be counter-productive to the needs of our clients and our organisation. Systems leadership provides us with the tools to provide wrap-around services for clients through a shared-vision of what is best for them.

We actively seek the input of other systems leaders within our organisation by recognising how and when others can value-add to operational decision making.

### PROGRAM OVERVIEW

The Community and Social Inclusion program aim 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 Community and Social Inclusion 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 Senior Housing Access Worker reports directly to the Team Leader, Housing Access (Vic) and will

- take on a leadership and mentoring role, providing a source of advice and support to staff;
- work with a highly complex caseload of clients and
- lead community and professional education and student supervision.

## 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. Participate in the Agency's Youth Homelessness Intake System.
4. 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.
5. Access sources of funding where available to facilitate outcomes for clients (such as TILA, CEEP and other brokerage).
6. Act as a mentor to less experienced workers and to take on the day-to-day supervision of students on placement.
7. 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.
8. Assist clients to access emergency/interim housing options, including transitional housing and crisis accommodation, as well as caravan parks and motel accommodation.
9. 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.)
10. Ensure that clients 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.

11. Ensure that accurate client records are maintained and meet all funding obligations including statistical reporting.
12. In accordance with relevant guidelines and policies, assess eligibility for assistance via agency allocations of the Housing Establishment Fund and distribute as appropriate.
13. 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.
14. Attend relevant local and regional meetings as directed.
15. Assist with the completion of the monthly data uploads to relevant funding bodies, i.e. SHS data collection, when required.
16. 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

- Inclusiveness – does what is necessary to integrate clients within our community
- Resilience – doesn't look for excuses, but looks for ways
- Client focus – we do what we say we are going to do for clients, even if it means we work harder
- Doer – we need doers at every level, and you set the example in getting the job done
- Innovative – challenges old ways with new ideas and thinking

### 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 Ltd. Enterprise Agreement 2016. Salary packaging arrangements available

Due to the physical requirements of the position, the successful candidate will be required to satisfactorily complete a fit for work, functional, physical suitability examination.

### 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

Must hold a current, full driver's licence. At no stage may the applicant's driver's licence be restricted to the amount of passengers that can be carried.

### Performance Appraisal

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

### Responsibility and Continuous Improvement

Comply with all relevant MASP policies and procedures.

Participate in regular supervision and meetings.

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

## Privacy & Confidentiality

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 engaging with clients from diverse backgrounds and with complex needs, in relation to housing.
4. Ability to advocate on behalf of, and in the interests of, homeless and disadvantaged people.
5. People management and leadership abilities.
6. Knowledge of the local service sector.
7. Effective organisation and time management skills.
8. Possession of sound negotiation and assertiveness skills
9. Computer literacy
10. Well-developed communication skills

## APPLICATIONS

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

Nathan Jilbert  
Human Resource Manager  
[careers@masp.org.au](mailto:careers@masp.org.au)

Prior to submitting their application, applicants are strongly encouraged to discuss the position with the MASP contact as advertised on the employment page at [www.masp.org.au](http://www.masp.org.au).

## POSITION DESCRIPTION APPROVAL

*The details contained in this Position Description are an accurate statement of the responsibilities, competencies and other requirements of the above named position.*

\_\_\_\_\_  
Chief Executive Officer

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

*As the incumbent, I have read and understood the responsibilities, competencies and other requirements as detailed in this document.*

\_\_\_\_\_  
Incumbent

\_\_\_\_/\_\_\_\_/\_\_\_\_  
Date

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Introduced 23 01 2018  
Reviewed and Amended 23 11 2018