

Position Description

HOUSING SUPPORT WORKER -

SPECIALIST HOUSING SERVICE (PART-TIME)

This position is contingent of recurrent funding from the Qld Department of Communities Child Safety and Disability Services. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the Award will be fulfilled.

AWARD:	SACS Level 4. This is a part time position and Salary Sacrifice options will be offered to the encumbant.
HOURS:	26 Hours per week. These hours are generally performed between the hours of 9:00 a.m. to 4:00 p.m. though some approved work may occur after hours. (Time in lieu is available and is guided by organisational policy)
REPORTS TO:	Director

PURPOSE OF THIS POSITION:

This position supports individuals and families who are at risk of homelessness and who are seeking or require short term emergency accommodation in the Brisbane South area. Case management plans will be implemented which focus on supporting household members to overcome the immediate and long term barriers to obtaining and maintaining secure accommodation.

KEY DUTIES AND RESPONSIBILITIES

Client focus

- Conduct comprehensive needs based assessment at intake, at review and exit to ensure quality client support.
- Work within a case management framework to provide, support, planning and ongoing case evaluation.
- Facilitate supportive needs based intervention to clients including, but not limited to: dispute resolution, advocacy, practical/material assistance (e.g.essential household items) and identification and facilitation of service entry and exit points.
- Maintain client case notes, intake forms, accommodation records and other records.
- Referral and crisis counselling.
- Work with clients to support the development of lifeskills such as cleaning, budgeting and resilience in meeting their tenancy obligations such as maintaining rental properties in good order and compliance with tenancy agreements
- Keeping the housing co-ordinator abreast of any concerns with respect to client well being and property maintenance.

Referral and Engagement Responses:

- Explore and maintain referral pathways to a range of services such as training agencies, health providers (including drug and alcohol services), budgeting, emergency relief, violence and family related services.
- When and if necessary transport clients to agreed appointments, if part of the case management and support plan.
- Identifying support needs that target housing outcomes.

- Participate in client exit activities such as the establishment of longer term housing, additional referrals and quality activities such as feedback and evaluation.
- Participate in housing related group activities which may include collaborations with other housing agencies in the best interests of housing clients.
- Provide housing (agency) referral advice to people 'at risk' of homelessness who contact the program for assistance.

Administration and Reporting Activities

- Timely entry of client details, documentation, case notes and housing movements onto the data base SHIP (Specialist Homelessness Information Platform) and employment of additional sector databases such as the Vacancy Capacity Management Tool and the CHART (Common Homelessness Assessment and Referral Tool).
- Compliance with all reporting requirement as identified by Sherwood Neighbourhood Centre and by the funding body.
- Undertake administration activities such as completion of time sheets, log books, recording rental receipts, monitoring payment dates, obtaining and maintaining written consents.
- Maintain client files and case notes in keeping with the Common Community Standards and with SNC's policies and procedures.
- Contribute to informative newsletters for clients.
- Preparation of summary reports on work carried out each month for submission to the SNC Management Committee.
- Follow all necessary procedures in relation to completion of agency forms.

Agency Responsibilities

- To support other program areas of Sherwood Neighbourhood Centre, if requested by the Housing Co-ordinator and/or the Director of SNC, to enable the Agency to maintain its core functions during staff absences/shortages.
- Represent the agency at appropriate network meetings when required.
- Attend regular supervision and support meetings with the Housing Coordinator on a fortnightly basis or more frequently if requested, and participate in the agency's Performance Planning and Review Process.
- Actively participate in regular team meetings and mutually agreed training activities
- Liaise and network with community organisations, government and other stakeholders to enhance service delivery.
- Assist in the development and delivery of projects/workshops to meet the objectives of the Program.
- Participate in the development of submissions, organisational policy, planning and review.
- Assist with office administration/reception duties as required.

Tenancy Management

- Prepare and explain tenancy agreements.
- Use the Electronic Rent Calculator Tool (ERCT) to determine rent calculations if clients are paying rent.
- Report to the Housing Coordinator on property maintenance issues.
- Assist the Co-ordinator in ensuring properties are managed in accordance with RTA requirements and Program guidelines.
- Follow the organisation's risk management strategies in relation to property management and workplace health and safety.
- Visit clients to assess life skills and to ensure that property maintenance needs are regularly reviewed.

Your application should comprise a Curriculum Vitae which includes information outlined in Essential Requirements, and response to the selection criteria totalling no more than 2 A4 pages.

Essential Requirements

- Degree in a Human Service field.
- Experience in Housing, Homelessness or other Welfare/Support Work and providing support to individuals/families in crisis within in a case management framework.
- Blue Card from the Commissioner for Children and Young People (QLD) and a willingness to undertake a Police Criminal History Check. (These can be arranged at Sherwood Neighbourhood Centre's expense).
- Able to use the Microsoft office suite and client management and reporting databases
- Current manual driver's licence or obtaining one within 12 months from commencement.

KEY SELECTION CRITERIA

Outline the experience you have and how you would use this to contribute to the services offered by the Sherwood Neighbourhood Centre:

1. Working within a Case Management framework (including assessment, support plan development and review) and working with other agency programs, networks and with external agencies in order to respond appropriately to the needs of individuals and families requiring support.
2. Responding with sensitivity and respect to people of diverse backgrounds and needs who are experiencing disadvantage and an ability to respond to their needs equitably in a practical and flexible manner, whilst recognising and complying with statutory requirements.
3. Working within and across teams in a respectful, supportive and accountable manner.

Performance Review

A six months probationary period called "Minimum Employment period" is a condition of employment under the SACS Award 2010.

- An annual performance and development review process will apply to this position