

## POSITION DESCRIPTION

<b>Title:</b>	<b>Housing Support Worker</b>
<b>Division:</b>	Community Support
<b>Duration:</b>	30 <sup>th</sup> June 2012
<b>Position status:</b>	0.5 EFT
<b>Reports to:</b>	Team Leader – Housing Services
<b>Date:</b>	July 2010

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### INTRODUCTION

Bethany's mission is to **support and strengthen communities**. We work to build better family relationships, support parents caring for children, assist people who are homeless or at risk and those affected by family violence, crime and problem gambling. We have a focus on supporting and strengthening disadvantaged communities.

Bethany is a dynamic not for profit and non denominational organisation that was originally established in 1868 and has responded to the changing needs of the community ever since. The organisation is governed by a Board of Management, has an annual operating budget of \$6 million and employs around 100 staff. 95% of the Bethany's income is provided by state and federal governments with the remainder generated from community and philanthropic sources.

Bethany fulfils its mission by the provision of a broad range of prevention, intervention, support and educational services to individuals, children, young people and families based on contemporary research, international best practice and professional standards. Services are designed to build upon individual's and community strengths to achieve both personal and social change.

Services are provided to a population of over 230,000 people in the Geelong and surrounding districts through our main office in North Geelong and out posted service sites in Norlane, Surf Coast Shire, Colac Otway Shire and the Bellarine Peninsula.

### OUR VALUES

#### ▪ **Openness**

We interact with people in a transparent, honest and respectful manner.

#### ▪ **Social Justice**

We believe in every person being actively involved in decisions which affect them and their lives.

#### ▪ **Innovation**

We are committed to creatively and proactively responding to community needs.

#### ▪ **Collaboration**

We engage in collaborative partnerships and relationships that strengthen community.

#### ▪ **Wellbeing of staff**

We will be responsible for a professional and supportive environment in which staff can achieve their full potential.

#### ▪ **Accountability**

We will be accountable for all aspects of the organisation.

## **POSITION ROLE AND ORGANISATIONAL RELATIONSHIPS**

The Housing Support Worker is located within the Housing Services Program and will predominantly work within the Social Housing Advocacy and Support component of the program. The position reports to the Team Leader – Housing Services.

### **Housing Services Program**

The Housing Services Program combines the Social Housing Advocacy and Support Program, the Homeless Services Program, the Housing Support for Indigenous Tenancies Initiative, the Intensive Case Management Initiative, A Place to Call Home, the Homeless Children's Specialist Support Service, Family Violence After Hours and Outreach Services and Families at Risk of Homelessness Support Service. The Program also provides Initial Planning and Assessment and Interim Response as part of the Opening Doors Initiative.

#### Social Housing Advocacy Support Program

The Social Housing Advocacy Support Program (SHASP) is funded through the Department of Human Services, Office of Housing (OOH). The SHASP program aims to sustain and support social housing tenancies and focuses on preventing homelessness and improving client outcomes. SHASP has a support emphasis and provides a direct response to intervene when tenancies are at risk, to establish successful tenancies and provide longer term support where this intervention is identified as essential in supporting social housing tenants.

#### Homeless Services Program

The Homeless Services Program is a jointly funded program of the Commonwealth and State Governments. The Homeless Services Team provides case managed support and access to supported accommodation for families, couples and single women who are homeless or at risk of homelessness. The Program also provides Initial Planning and Assessment and Interim Response as part of the Opening Doors Initiative (the centralised intake for people experiencing homelessness in the Barwon Region).

#### Housing Support for Indigenous Tenancies Initiative

Bethany Community Support, Community Connections and Wathaurong Aboriginal Cooperative are in partnership to provide the Housing Support for Indigenous Tenancies Initiative. This program aims to sustain and support indigenous social housing tenancies and focuses on preventing homelessness and improving client outcomes.

#### Intensive Case Management Initiative

Hanover is the statewide provider of the Adult Intensive Case Management Initiative which is funded until 2009 – 2010 under the Commonwealth Innovation and Investment Fund with the Victorian Department of Human Services. It is a developmental project that will provide support and brokerage funds for creative approaches to support homelessness assistance clients who have high and complex needs, within an intensive case management framework.

#### A Place to Call Home

A Place to Call Home is funded through the Department of Human Services as part of the Australian Governments Nation Building Plan. Under this program clients in need of housing assistance will be provided with access to 12 dispersed APTCH properties coupled with support for twelve months. The people living in these properties will then transfer to long term Public Housing after twelve months and be replaced by existing public housing stock.

#### Homeless Children's Specialist Support Service

Homeless Children's Specialist Support Service is funded by the Department of Human Services as part of The Road Home the National Approach to Reducing Homelessness. The HCSSS incorporates a suite of support responses to children and families including assessment and case planning support; enhanced case management and therapeutic group work.

### Family Violence After Hours and Outreach

Bethany Community Support provides the Regional Family Violence After Hours Crisis service for women and women with accompanying children who are experiencing family violence and residing within the Barwon South West Region. The Family Violence Outreach Support Service provides post crisis support to women and women with accompanying children who are experiencing or escaping family violence. Case management support is available in Geelong for women who are seeking support or who have accessed the Family Violence After Hours Service.

### Families at Risk of Homelessness Support Service

The Families at Risk Of Homelessness provides a case management approach to service delivery that is family oriented, client-focused and aimed at empowering and working with families and children exiting the homelessness service system who require additional support to establish and maintain safe and secure accommodation. This program is a new government funded position and will be offered across the entire Barwon South West Region.

## **KEY RESPONSIBILITIES**

- To provide support for new Social Housing Tenants whose tenancies may be at risk due to pre-existing factors.
- To provide case management support to Social Housing Tenants whose tenancies are at risk in order to sustain tenancies and prevent homelessness.
- To provide support for clients wishing to transfer between public housing properties, or applying for public housing under particular criteria.
- To advocate on behalf of Office of Housing tenants in relation to a variety of issues including, but not limited to rent arrears, VCAT hearings, Maintenance, Appeals and complaints.
- To participate in the management of community facilities and support tenant participation.
- To promote collaborative partnerships between relevant service sectors and reduce the level of complexity associated with multiple service involvement by encouraging clear case planning activities and defining role responsibilities.
- To work collaboratively within an integrated Housing Program and to participate in service delivery in the range of services provided within the Housing Services Program as required.
- Actively participate in regular formal supervision with Team Leader – Housing Services.
- Actively participate in team and Agency meetings.
- To maintain accurate and appropriate client files in line with accreditation standards, maintain complete and accurate data internally and externally and to follow agency policies, procedures and program service standards.
- Support and participate in the Agency's continuous quality improvement process.
- Other duties as required.

## **KEY SELECTION CRITERIA**

### ***Qualifications***

1. A relevant tertiary qualification in social work, social welfare and/or related discipline.

### ***Knowledge and Skills***

2. Knowledge and understanding of social housing tenancies including tenancy legislation and DHS Office of Housing Policy.
3. Knowledge and understanding of homelessness, including both the causes and issues.
4. A high level knowledge and understanding of the principles and practice of case management.
5. Demonstrated understanding of the causes of social marginalisation and an understanding of social justice principles.

### ***Personal Attributes***

6. High level of interpersonal and communication skills, both oral and written to work with high and complex needs clients.
7. Ability to work under pressure and meet deadlines.
8. Demonstrated capacity for innovation and flexibility and ability to assess and implement successful solutions
9. High level organisational skills

### ***Other***

10. Computer literate with a knowledge of a range of IT programs
11. A current full Victorian Driver's Licence.

## **SALARY & CONDITIONS**

This position is currently funded under contract with the Department of Human Services until 30 June 2012. This position is a part time with provision for renewal based on budget provision and agreed performance provision.

The position is based as an above award payment on the Social and Community Services Award, Social Worker, Class 2. Salary upon commencement is \$48,021 per annum. The package also includes salary sacrifice as per government legislation. Other employment conditions are as per Bethany Community Support's Enterprise Agreement (2008).

Appointment to this position is subject to a successful police record check and Working with Children check. A three month probationary period will commence upon appointment and a review will be conducted during this period.

### **FURTHER INFORMATION:**

Contact: Lisa Robinson  
Manager – Housing Services  
Phone: (03) 5278 8122

**APPLICATIONS FORWARDED TO:**

Applications must address the key selection criteria and include the names and current contacts of three referees, including current employer.

Lisa Robinson  
Manager – Housing Services  
Bethany Community Support  
1 Gibb Street  
NORTH GEELONG 3215  
Email: [lrobinson@bethany.org.au](mailto:lrobinson@bethany.org.au)

**APPLICATIONS CLOSE: Friday 30<sup>th</sup> July 2010 at 5.00p.m.**

**The successful applicant will be required to provide a current police check and have or register for a working with children check.**