

Position Description

Position	Senior Housing Support Worker
Program	Access and Housing
Status	Full Time (1 FTE) until 30 June 2019; Part Time (0.8 FTE) from 1 July 2019
Location	Hamlyn Heights
Tenure	Permanent
Date	4 February 2019

About Bethany

Bethany is a vibrant community service organisation based in Victoria that provides a broad range of prevention, intervention, support and educational services to children, young people, families and individuals.

Our Vision

To be a recognised leader in providing services that work in new ways to support children, families and individuals to be the best they can, develop secure relationships and participate in their community.

Our Values

- *Courage* *We take action and stand up for what we believe*
- *Respect* *We value people and build on their strengths*
- *Integrity* *We are open, fair and just in everything we do*
- *Innovation* *We develop new ways of working to make a difference*
- *Collaboration* *We work together to improve outcomes*

Bethany's Statement of Commitment to Child Safety

Bethany is committed to providing a child safe environment. We have zero tolerance of any abuse or maltreatment of children. We are committed to ensuring children and young people are able to actively participate in decisions that affect their lives.

We understand our legal and moral obligations to treat any child safety concerns seriously. We report any allegations and wellbeing concerns to authorities. We are committed to the cultural safety of all children including Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

Position Objectives

This position is responsible for providing support for clients who are homeless or at risk of homelessness.

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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).

Tenancy Plus

Tenancy Plus – Tenancy support program will provide early intervention for at risk public and community housing tenants via the provision of wrap around supports to assist the tenant to either establish or maintain their tenancy. The program aims to assist tenants to address issues that will, or are placing their tenancy at risk to improve their long-term housing outcomes.

Intensive Case Management Initiative

The service provides case management 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.

Families at Risk of Homelessness Support Service (FRHSS)

Provide 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.

Organisational Relationships

Supervisor	Team Leader – Housing Services
External Liaisons	The Salvation Army Housing Victoria, SalvoConnect Barwon, DHHS Housing, DHHS Child Protection, Specialist Women’s, Children and Men’s Family Violence Services, Victoria Police, Corrections Victoria, Wathaurong, and other Community Service Organisations.

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Capability Framework

- Demonstrates commitment to social justice and social inclusion and advocates for clients to achieve positive change.
- Maintains a positive approach to change and adapts to new or different ways of working.
- Demonstrates appropriate interpersonal skills, actively participates in all aspects of the role, supports colleagues and values diversity in the team.
- Models and promotes organisational values including self awareness, self management and social awareness in communications, problem solving and conflict resolution and promotes Code of Conduct.
- Is aware of relevant legislation and ensures compliance in work practices.
- Openly shares information, participates and contributes to the team to improve client outcomes.
- Shows initiative and looks for ways to work more dynamically.
- Contributes to the development of processes and systems to improve quality of service.
- Utilises formal and informal networks to achieve client outcomes.
- Works with colleagues to enact team plan and understands own role in achieving organisational mission.

Personal Attributes

- Advocates and champions to achieve positive change
- Leads a culture of respectful relationships and behaviour across the organisation.
- Is truthful and ethical and leads and reinforces expected standards of behaviour at all times.
- Generates ideas and solutions and takes advantage of new and emerging opportunities
- Creates and sustains dynamic and productive relationships to maximise outcomes.

Key Responsibilities

Service Delivery

- Lead strong service response for the provision housing support to identified families including women and children experiencing family violence, indigenous families and families in housing crisis:
 - Build and maintain positive relationships with stakeholder to facilitate a partnership approach for determining allocations in accordance with program guidelines
 - Provide case management support to clients who have been allocated properties for which Bethany has allocation and nomination rights.

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- Liaise with the DHHS to when transferring clients to Public Housing and organising replacement stock.
- To provide and participate in service delivery, processes or procedures as required by SalvoConnect Entry Point.
 - Work in collaboration with SalvoConnect Entry Point to manage waitlisted clients
 - Meet the conditions of the agreement with SalvoConnect Entry Point.
- To contribute to the development of a clearly articulated model for case management within the housing and family violence programs that promotes planning, coordination and sustainable assistance to those who are homeless or at risk of homelessness.
- Provide quality case consultation to Housing Workers and other professionals including stakeholders to identify pathways and key transition points that focus clients moving towards long-term stable and secure accommodation in either public housing, community housing or private rental.
- Provide advocacy and advance practice support to families with high level of complexity with support to establish and sustain tenancy, including
 - Conducting safety and risk assessments in line with Common Risk Assessment Framework to determine the current and ongoing risks and service requirement for women and children who are experiencing Family Violence.
 - Support for tenancy at risk at Victorian Civil and Administrative Tribunal
 - Advocacy for person requiring assistance under the department's Transfer of Tenancy policy.

Stakeholder Engagement

- Building and maintaining positive relations with key stakeholders to facilitate a partnership and practice approach.
- 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 team and Agency meetings.
- Make recommendations to effectively resolve problems or issues, by using judgment that is consistent with Bethany Values, standards, practices, policies, procedures, regulation, industrial instruments or legislation.

Operational Program Support

- 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.
- Actively participate in regular formal supervision with Team Leader – Housing Services.
- Support and participate in the Agency's continuous quality improvement process.
- Other duties as required.

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Key Selection Criteria

Essential

1. A tertiary qualification in social work, social welfare and/or related discipline.
2. Strong knowledge and understanding of homelessness causes and issues, and social housing tenancies including tenancy legislation and DHS Office of Housing Policy.
3. Well develop communication and consultation skills including the ability to engage with wide range of stakeholders to facilitate a partnership approach and to deliver on outcomes for clients.
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.
6. An understanding of the issues underpinning family violence and its effects on women's and children's lives.
7. Ability to demonstrate culturally sensitive practice in relation to housing, family violence, inclusive of the needs of indigenous and CALD communities

Desirable

8. Excellent communicator with strong interpersonal, advance written and oral communication.
9. Competent in self management and solution focused.
10. Proficient in the use of MS Office, databases and knowledge of a range of IT programs.

Mandatory

1. Current full Victorian Driver's Licence
2. A satisfactory criminal records check and Working With Children Check

Conditions and Remuneration

Salary	This position is classified as an award payment on the Social Community HomeCare and Disability Services Award 2010, Social and Community Services Employee, Level 6, Pay Point 1-3. Salary range is \$81,532 to 85,259 pro-rata. In addition, the package also includes salary sacrifice as per government legislation.
Ordinary Hours	Hours of work will be Monday to Friday, 38 hours per week to be worked between agency hours of 8am to 7pm until 30 June 2019. From 1 July 2019, hours of work will be 30.4 hours per week on

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	days to be negotiated.
Status	Full time until 30 June 2019: Part time from 1 July 2019
Conditions	Other conditions of employment as per the Bethany Enterprise Agreement.
Qualifying Period	This position is subject to a minimum employment period (6 months qualifying) during which time the employee's suitability for ongoing employment will be assessed.
Travel	Travel will be required to other Bethany offices and across the Barwon South West region and other locations.
Physical Requirements	<ul style="list-style-type: none"> ▪ Sit at a computer or in meetings for extended periods Daily ▪ Work in an open plan office Daily ▪ Work on call or after hours Daily ▪ Driving Daily ▪ Outreach home visits Daily
Mandatory Requirements	<ul style="list-style-type: none"> ▪ Satisfactory Police Check ▪ Current employee Working with Children Check ▪ Current Drivers Licence ▪ All employees are subject to child safety screening and assessment against child safety standards as part of our thorough recruitment process.
Right to work in Australia	You must either be an Australian citizen; or have permanent residence status; or an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

Applications

Further Information	Betti Chapelle - Manager Access and Housing
Phone or Email	(03) 5278 8122 or employment@bethany.org.au
Applications	To apply visit our website www.bethany.org.au . Applications will need to include cover letter, resume and letter addressing the key selection criteria.

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Closing Date

5.00pm on Wednesday 20th February 2019.

Employee Declaration

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all of the requirements of the position described in this document. Additionally I agree to notify management immediately of any change in my capacity to meet any of the requirements outlined in this Position Description.

Name:

Signature:

Date: