

# Position Description

<b>Title</b>	Homelessness Case Coordinator (H2H Program)
<b>Business Unit</b>	Housing & Homelessness
<b>Location</b>	Central Highlands/Western District
<b>Employment type</b>	Full-time Maximum Term 18 months
<b>Reports to</b>	H2H Team Leader

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

The H2H team, lead by the Team Leader, is responsible for responding to the needs of community members experiencing homelessness, by providing property services and wrap around supports to consumers accommodated in motels through Covid-19 global pandemic.

The H2H Case Coordinator will support improved access, connection to and navigation of, mainstream health and other support services including (but not limited to) general and mental health, alcohol and other drug services, counselling, financial support, legal support, education supports, employment supports, referral to NDIS, engagement of ACAS assessment if person requires aged care supports if they are over 65 or prematurely aged due to homelessness, daily living skills, family reunification, positive social and community engagement and participation.

## 2. Scope

**Budget:**

*nil*

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#### People:

*nil*

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### 3. Relationships

#### Internal

- H2H Team
- H2H Team Leader and Senior Manager Housing and Homelessness
- Uniting H2H Consortium
- Uniting employees

#### External

- Department of Families, Fairness and Housing
  - Central Highlands and Western District HEART & LASN networks
  - Local Community Services delivering programs suitable for consumer referral and support
  - Ballarat and Western District community health services
  - Multiple Relevant community stakeholders
  - Aboriginal Controlled Community Organisations
  - AOD, Clinical Services, Mental Health etc
  - Other government departments as relevant
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### 4. Key responsibility areas

#### Service delivery

- Deliver persistent, targeted, integrated case managed responses for clients through flexible contact hours sufficient to create engagement, build trust and address their immediate homelessness and work towards housing stability in the long term
- Work with the client to develop a holistic, strengths-based, goal-oriented plan that will remain with the client for the duration of their time in the program and is shared with all members of the multidisciplinary team
- Review the client's plan, and progress against their plan, with them on a regular basis, with differing intensity of contact depending on the client's needs
- Prepare six months in advance for any housing and support needs of the client post the end of the housing and support period of the H2H package
- Actively engage with the client: using persistence, compassion, flexibility and an understanding of trauma, to build trust and maintain a relationship
- Act as the main point of contact for the client and provide supports to coordinate their care
- Convene multidisciplinary team meetings on a regular basis to discuss the client's plan, care, supports and strengths, and to share information on the client (in accordance with privacy legislation).
- Broker access to services for the client where required, including referrals to health services, and helping them to navigate services
- Ensure that all members of the multidisciplinary team have an up-to-date understanding of the client's situation and needs,

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including concerns or risks for the client's, other others' health and /or safety

- Liaise with key stakeholders to advocate and assist clients to access the right services; safety planning and immediate accommodation; and continuing to monitor the individual to ensure their situation is resolved
- Other projects and duties as required

#### Administration

- Accurately record flexible brokerage expenditure in the client management system
- Maintain current and accurate case notes, records, and statistical information
- Adheres to reporting, documentation and business administration requirements and assists others in following procedures
- Assists the H2H team with the preparation of data collection and evaluation processes

#### Community engagement and education

- Undertake client referrals through a comprehensive understanding of the range of support and services offered across Central Highlands & Western District
- Undertake service liaison / communication with consumers in a variety of complex problem resolutions
- Complete Victorian Housing Register Applications where applicable
- Building and maintain positive stakeholder relationships

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position

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## 5. Person specification

### Qualifications

- Relevant tertiary qualification in Social Work, Social Welfare, or other related discipline

### Experience

- Extensive experience working in the homelessness or community services sector
- Experience of working with consumers with multiple complex needs
- Knowledge of integrated models of support including the Housing First model
- Knowledge of working in a community-based setting in partnership with government organisations
- A thorough knowledge of homeless and housing, within the Central Highlands & Western District Regions including knowledge of key stakeholders
- A sound knowledge of rough sleepers and associated social issues and factors, and a willingness to provide persistence, empathic and tenacious support to achieve outcomes
- An understanding of issues and context affecting inclusion and diversity for all marginalized groups, especially Aboriginal and Torres Strait Islanders

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Community engagement and education:** demonstrated ability to build community acceptance and understanding of people who have been sleeping rough or those who have significant social and mental health issues
- **Participation and inclusion:** proven capability to assist consumers to resolve a variety of complex matters relating to community activities and inclusion goals
- **Consumer Centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

### Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver's License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

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#### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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#### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

	Employee	Manager
Name:		
Signature:		
Date:		