

Position Description

Title	Private Rental Assistance Program (PRAP) Worker, More Than a House (MtaH)
Business Unit	Housing & Crisis Support
Location	105 Dana Street, Ballarat Central
Employment type	Part-time (0.8 FTE), Maximum Term ending 30 December 2022
Reports to	Team Leader, Housing & Homelessness

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

Position purpose

The PRAP worker will provide financial and practical assistance to establish and maintain private rental tenancies for people who are homeless or at risk of homelessness as well as those currently in private rental. Strong relationships with private real estate providers across the Central Highlands Area have been established. The worker will continue to build on these established relationships to maintain cooperative and collaborative approach to assisting clients to continue to sustain and to commence private rental tenancies. This program also works closely with the Initial Assessment and Planning team.

1. Scope

Budget:

- Nil

People:

- Nil

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Private Rental Assistance Program (PRAP) Worker

2. Relationships

Internal

- Initial Assessment & Planning Team
- Homelessness support and other programs across the cluster

External

- Real Estate Agents and Rental Providers
 - Community Service Agencies
 - Tenancy Advocacy & Advice Program
 - Department of Families, Fairness & Housing
 - Other Homelessness Support Agencies
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3. Key responsibility areas

Service delivery

- To provide client-focused, program specific support to people and families referred to the program.
- To assess peoples' potential capacity to successfully participate in the program through informed and confidential discussion.
- Through advocacy, promote the rights, responsibilities and dignity of the client by offering support and assistance appropriate to the scope of the program and in accordance with service standards and legislation.
- To contribute to the development, implementation and evaluation of client- centered and cohort specific information sessions and rental readiness programs.
- In conjunction with the client and program staff, work towards stable long-term housing in the private rental market with the assistance of brokerage funds.
- In collaboration with the program's administration officer, develop and maintain all necessary administrative systems as required for the efficient operation of the program, including financial, statistical and client files and databases.
- To engage with and contribute to both team and organisation initiatives and strategic objectives.

Administration & Finance

- In collaboration with the program's administration officer, develop and maintain all necessary administrative systems as required for the efficient operation of the program, including financial, statistical and client files and databases

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).

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Private Rental Assistance Program (PRAP) Worker

- 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.
 - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
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4. Performance indicators

Service Delivery

- Strong relationships built with the private real estate industry and with landlords, demonstrating understanding for the local private rental housing market dynamics to leverage opportunities for vulnerable households.
- Improved access to affordable and appropriate private rental housing for the client group.
- People assisted who have the capability to sustain affordable and appropriate private rental to transition out of crisis, transitional and social housing.
- Client-group appropriate rental readiness programs developed, implemented and actively promoted.
- People diverted from higher cost crisis services and more complex interventions into private rental.
- Collaborative and solution-focused working relationships developed with other legal, health, education and community services to support early intervention.
- Private rental brokerage funding for the central Highlands area of Victoria effectively managed and optimised including administration, allocations and monitoring functions.

Team Participation

- Contributes to building positive team culture
 - Contributes to realising business unit and wider organisation strategic objectives.
 - Reports on *More Than a House* is comprehensive, timely and raises any workplace/program issues requiring attention.
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5. Person specification

Qualifications

- Minimum qualification of Diploma in Welfare/Community Services, or equivalent in related field

Experience

- Experience in working with clients experiencing homelessness
- Knowledge of the private rental market would be an advantage

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Extensive knowledge of housing & homelessness sectors with particular emphasis on the Central Highlands Area.
- Extensive knowledge of the private rental market with understanding for the barriers and challenges experienced by the program's target client group

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- Extensive experience in delivering innovative, flexible, quality services and programs in client-centred environments.
 - Excellent customer service skills with proven capacity to engage and develop positive working relationships with people and stakeholders from a diverse range of backgrounds including program clients, colleagues, businesses, other organisations and the wider community.
 - Proven capacity to establish positive cross-sectoral relationships in order to deliver program objectives.
 - Proven high level negotiation skills
 - Proven ability to work autonomously, as part of a small team and within a diverse team environment
 - Create, maintain and foster a safe work environment at all times
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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 (and NDIS Worker Screening Check where relevant) 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.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: