

Position Description

Title	A Place to Call Home Worker
Business Unit	Housing & Homelessness
Location	105 Dana Street, Ballarat
Employment type	Part Time (45.6 hours per fortnight), Maximum term until 15 August 2023
Reports to	Senior Manager, 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

1. Position purpose

In an outreach capacity, provide intensive long-term support services to families in the Central Highlands area who are homeless or at risk of homelessness and require assistance through support, advocacy, referral and education. The A Place To Call Home Program aims to assist families who are homeless or at risk of becoming homeless to secure long-term stable accommodation and address the issues that impact on the families housing stability. The program supports families for a 12-month period, while they are a tenant in the Transitional Housing Program and then for a further 2-month period after transfer to Long Term Housing with the DFFH.

Position Description

A Place to Call Home Worker

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- More than a Home team.
- Street 2 Home team.
- Emergency Relief team.
- Alcohol and other drugs workers.
- Mental Health workers.

External

- DFFH.
 - Child Protection.
 - Other community service organisations.
-

4. Key responsibility areas

Service delivery

- Provide intensive support, through case management, to families (parents and their children) who are homeless or at risk of homelessness.
- Provide individualised support according to client's needs, including crisis resolution, solution focused counselling, information, and assistance to access a range of supports.
- Support families through advocacy, referral, and education.
- Facilitate client's further connection to their local community through enhancement of personal, social, economic and relationship skills.
- Network and promote the service within the community and the service sector to benefit referral / service provision to clients.
- Receive and assess referrals through the nomination process.
- Support families to a successful transfer to the DFFH and for 2 months after the transfer.

Administration

- Maintain accurate administration processes, records and statistical data as required.
- Facilitate the A Place to Call Home panel as required.
- Data entry into the Specialist Homelessness Information Platform (SHIP database).
- Analysis of program and preparation of reports as requested by the Senior Manager Homelessness.

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.

Position Description

A Place to Call Home Worker

- 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.
 - 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.
-

5. Person specification

Qualifications

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

Experience

- Experience in coordinating a service delivery program within a highly demanding environment.

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.
 - Demonstrated case management skills, preferably within the homelessness service sector.
 - An understanding of marginalised sectors of the community, particularly homeless families but including people experiencing crisis, domestic violence, relationship issues, financial difficulties, drug and alcohol issues and parenting difficulties.
 - Demonstrated knowledge of the effects of homelessness on children
 - Proven ability to work independently and in a team and effectively manage own workload
 - Strong communication and interpersonal skills and demonstrated experience in having challenging conversations that motivate change.
 - An understanding/knowledge of the Homelessness Sector and of the issues facing and impacting on those who are homeless.
-

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.

Position Description A Place to Call Home Worker

7. Acknowledgement

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

Employee

Name:

Signature:

Date: