

# Position Description

<b>Title</b>	Entry Point Worker
<b>Business unit</b>	Homelessness Intake & Prevention, Eastern Melbourne
<b>Location</b>	291A Maroondah Highway, Ringwood
<b>Employment type</b>	1x Part time (45.6 hours per fortnight)   Ongoing 1x Part time (60.8 hours per fortnight)   Maximum term (12 months)
<b>Reports to</b>	Entry Point Team Leader

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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

This position will be responsible for providing crisis accommodation, housing information and support to individuals, couples and families who are homeless or at risk of homelessness. Entry Point workers are required to complete assessments for people of a range of ages, support needs and life experience, provide information to assist clients to respond to their circumstances and assist clients to refer to other support services.

## 2. Scope

**Budget:** nil

**People:** nil

## Position Description

### Entry Point Worker

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### 3. Relationships

#### Internal

- All homelessness & entry point staff
- All support and foundation services staff

#### External

- Clients
  - Families and advocates
  - Government funding bodies
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### 4. Key responsibility areas

#### Teamwork

- To be an active team member within the Homelessness & Entry point team and ensuring the delivery of high-quality outcomes for clients and stakeholders
- Contribute to the development, delivery and maintenance of a high functioning and responsive team and ensure the delivery of high-quality outcomes for clients and stakeholders
- Maintain and understand own role in achieving organisational mission
- Openly share information, participate and contribute to team discussions
- Value diversity in teams and support team members

#### Service delivery

- Assist people to identify their support needs and work with them through provision of information, advocacy and referral to appropriate support services
- Provide high quality, accurate and relevant assessments of the accommodation and support needs of individuals, couples and families who are homeless or at risk of homelessness
- Provide material aid to assist people while homeless, at risk of homelessness and while establishing new accommodation
- Provide an intake response to initial contact from clients and services as part of the Entry point team
- Demonstrate a shared commitment to ongoing health and safety improvement
- Ensure the duty of care is undertaken in a professional manner with due regard to relevant Uniting and DHHS / DFFH policies and procedures
- Maintain a high standard of supportive and therapeutic care to meet the physical, emotional and social needs of clients
- Maintain documentation, records and data as required by the program in a professional and timely manner
- Assist with the management and distribution of material aid items and donations

#### Communication

- Maintain client and financial records according to programs requirements
- Articulate clear and persuasive messages about key issues when working with clients

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#### 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 a 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

- Essential: Diploma in Community services or related discipline
- Essential: Current valid driver's licence
- Desirable: Degree qualification within the relevant service discipline

#### Experience

- Desirable: Experience in homelessness services and housing support sector

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Team work:** willing to be proactive, help others, and contribute to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** undertake duties with skill, competence, ethics and courtesy
- **Culturally aware:** promote, value and practice diversity in the workplace and in the community
- **Client focused:** identify and meet the needs of clients
- **Communication:** well developed communication and interpersonal skills
- **Time management:** ability to manage workloads and prioritise tasks
- **Problem solving:** well developed problem solving skills

## **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.**

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