

Position Description

Title	PRAP Plus Support Worker Private Rental Assistance Program – More Than a House (MTaH)
Business Unit	Housing and Homelessness
Location	105 Dana Street. Ballarat Victoria 3350
Employment type	Full time Ongoing
Reports to	Team Leader IAP and 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

- The PRAP Plus support worker role is an outreach role.
- Will work with clients who are not otherwise supported by housing support programs to prevent homelessness, by providing time-limited outreach interventions to support tenancies, while addressing issues which are contributing to the risk of tenancy breakdown.
- Will work to reduce preventable exits from private rental and achieve outcomes that lead to successful, sustainable private rental tenancies.

2. Scope

Budget:

nil

People:

nil

Position Description

PRAP Plus Support Worker

3. Relationships

Internal

- Initial Assessment and Planning team
- Homelessness support, and
- other programs across BBWM cluster

External

- Real Estate Agents
 - Community Service Agencies
 - Tenancy Advocacy and Advise Program (Cafs)
 - DFFH, and other homelessness support agencies
-

4. Key responsibility areas

Program/Service delivery: Establishing Tenancies

- Provide client-focused, program specific support to people and families referred to the program
- Educate and assist with private rental applications
- Attend inspections with clients, role modelling communication and presentation at inspections of properties for lease
- Where appropriate assist clients to connect utilities and services
- Where appropriate assist to enrol children into schools
- Assist clients to become acquainted with the local area, including public transport, support services, shops, schools, health centres etc

Intervening when tenancies are at risk

- Develop, implement, and coordinate a support plan with the client to address that are causing or have the potential to cause tenancy breakdown
- Assist the client to liaise and negotiate with real estate and landlords, including understanding of rent ledgers and reporting maintenance
- Actively engage with appropriate organisations to address the underlying issues that are causing the tenancy to be at risk
- Advocate for the client/s including providing support at VCAT, supporting to negotiate agreements between real estate agents and tenants whose tenancies are at risk

Capacity Building

- Provide support to clients understanding of how to manage household bills and budgeting.
- Attend pre-vacating inspections, addressing issues to prevent listing on TICA (tenancy database)

Administration and finance

- In consultation with PRAP workers, access PRAP brokerage funds where appropriate.

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.

Position Description

PRAP Plus Support Worker

- 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.
 - 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. Performance indicators

- 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.
 - Collaborative and solution-focused working relationships developed with other legal, health, education, and community services to support early intervention.
 - Contributes to building positive team culture
 - Contributes to realising business unit and wider organisation strategic objectives.
 - Raises any workplace/program issues requiring attention and a comprehensive and timely manner.
-

6. Person specification

Qualifications

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

Experience

- Experience in working with homeless clients.
- Knowledge of the private rental market and legislation regarding housing legislation will be highly regarded.

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
- Extensive experience in delivering innovative, flexible, quality services and programs in client-centered environments.

Position Description

PRAP Plus Support Worker

- 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 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 always foster a safe work environment
-

7. 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.

8. Acknowledgement

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

Employee

Name:

Signature:

Date: