

Position Description

Title	Senior Worker – Homelessness to Home (H2H) Program
Business unit	Homelessness Support Services, Eastern Melbourne
Location	321 Ferntree Gully Road, Mount Waverley
Employment type	Part time (38 hours per fortnight) Maximum term (24 months)
Reports to	Senior Manager, Homelessness Support Services

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. About Homelessness to Home

The Homelessness to Home (H2H) program is a newly created program in response to homelessness caused by the 2020 Covid-19 global health pandemic. Uniting has been successful in securing funding from the Victorian State Government to provide H2H across Melbourne’s eastern suburbs.

The H2H team, led by the Senior Worker, 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 team will work in close collaboration with program partners to support individual client transitions from hotel accommodation to suitable housing within the private rental market or Department of Health and Human Services (DHHS) housing. The H2H team will be a multi-disciplinary team to address homelessness within an integrated care approach.

People eligible for this service are likely to have increased vulnerabilities and risks while experiencing homelessness. The H2H team will build trust, work flexibly, draw on a range of professional skills and expertise to deliver inclusive, persistent, targeted, integrated case managed responses for consumers to address their immediate homelessness and longer-term housing stability.

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2. Position purpose

The Senior Worker - H2H will provide leadership, guidance and direction to the H2H team, to ensure a high quality and inclusive service responsive to consumer needs. The Senior Worker will oversee program implementation, delivery of support services, stakeholder relationships and integrated partnerships, program reporting and outcomes. The Senior Worker will be involved in the evaluation of the program and in leading the team in the allocation of packages under the service agreement.

This position may involve some work outside normal business hours.

3. Scope

Budget: The H2H program is subject to funding from the DHHS. Budget oversight is required in collaboration with the Senior Manager Homelessness Support Services.

People:

- Homelessness Case Coordinators – H2H Program
 - Multi – Disciplinary Supportive Housing workers
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4. Relationships

Internal

- Coordinators/Team Leaders across all service delivery areas of Uniting
- Homelessness Support Staff

External

- Department of Health and Human Services
 - Local Community Services delivering programs suitable for consumer referral and support
 - Various organisations involved in maximising consumer outcomes e.g. Health Services, Local Government, Police.
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5. Key responsibility areas

Service delivery

- Implementation of the H2H program, including leadership of a multi-disciplinary team, planning, development and delivery of all consumer support services
- Management of specialist homelessness services and other human services to provide support to consumers in their transition from emergency accommodation in to transitional accommodation and beyond including:
- Coordination of assessment, allocation and delivery of targeted and tailored or intensive support packages for consumers supported by H2H packages
- Collaboration with internal and external stakeholders to ensure wrap around services to meet consumer needs in maintaining tenancies

Oversee and coordinate all aspects of the H2H program including:

- Coordinate an efficient referral and assessment system to engage with all consumers identified for H2H packages through Homelessness Emergency Accommodation Response Teams (HEART) in inner and outer Melbourne.
- Based upon a strong working knowledge of the contributing factors to long-term homelessness, undertake holistic assessment and deliver targeted and tailored or intensive case management support to consumers as appropriate

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- Ensure care coordination services are provided through assertive and persistent practice to provide purposeful assistance to consumers with complex needs and challenging behaviours.
- Liaise with housing and property services to ensure case management services are integrated and coordinated with tenancy management
- Provide multi-disciplinary support to those who are housed using the housing first principles of support taking in to account the impact of family violence, mental ill health, drug and alcohol use, unemployment and social exclusion
- Work closely with program partners to ensure program delivery meets the needs of Aboriginal and Torres Strait Islanders, and all consumers regardless of race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

Finance management

- Participate in the preparation of program budget and the appropriate allocation of resources
- Monitor program budget to ensure operation within guidelines and funding provided by DHHS
- Oversee allocation of funds between program partners and approve brokerage expenditure to ensure consumer needs are met and resources are fairly and responsibly managed

Quality and risk

- Ensure both personal and program compliance with Uniting's policies and procedures.
- Contribute to program and system review and development, with a view to enhancing longer-term provision of effective service to consumers.
- Ensure program / activity risk assessments are undertaken and all necessary safety protocols are implemented, particularly given the complexity of consumer needs
- Understand, observe and adhere to all safe working procedures and maintain safe work practices.
- Work with the Quality officer to establish protocols and procedures for the H2H program.

People / resource management and relationships

- Advocate and liaise with external agencies, including taking the lead in case coordination when required.
- Maintain an excellent working knowledge of accommodation, housing and support options for homeless people in Melbourne's eastern suburbs, ensuring both existing and new options are actively communicated to relevant stakeholders.

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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6. Performance indicators

Key Activities	Performance Indicators
Lead and manage delivery of the H2H program	Program meets expected outcomes and is delivered effectively to all identified consumers
Provide support and supervision to H2H workers	Workers are supported to perform their role. Performance reviews are completed
In collaboration with key stakeholders, identify and assess consumers in emergency accommodation identified for H2H packages	Initiates a referral and assessment system identifying consumers' needs as either tailored and targeted or intensive. Initial contact assessments developed into allocated packages.
All areas of the program are operating and providing service as per funding requirement	Meet target as set by DHHS.
Maintain heightened awareness of and sensitivity to the safety of self, staff, consumers and potential third parties, notably taking all reasonable care that actions or omissions do not impact on health and safety.	Protocols and Safe Working Procedures developed, implemented and actively underpin daily practice.
Work collaboratively and professionally with other support agencies and when required taking the lead for case plan coordination.	H2H program inter-agency protocols and agreements developed.
Participate and represent Uniting and the H2H program in relevant external meetings and forums.	Meetings attended.
Manage brokerage funds within budget.	Brokerage funds optimised and expended appropriately.
Oversee and complete with accuracy and timeliness, reporting through SHIP, Validata and SDE.	All administrative requirements are completed appropriately and reporting completed in a timely manner.
Lead continuous quality improvement processes to ensure a high standard of practice and service delivery.	Participation in and contribution to the evaluation of the role.
Identify gaps in current service system, provide solutions for resolving issues	Report back to the Manager H&H and to DHHS to discuss and resolve issues.

7. Person specification

Qualifications

- Minimum Diploma of Welfare or other relevant tertiary qualifications, experience and/or knowledge of the welfare sector
- Current Driver's Licence
- Satisfactory Criminal Records Check
- National Working With Children (WWC) Check

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Experience

- Considerable experience in managing and leading a service delivery team within a highly demanding environment
- Extensive knowledge of housing and homelessness services
- Experience of working with consumers with multiple complex needs
- Knowledge of integrated models of support including the Housing First model
- Experience delivering results in a multi-disciplinary team with multiple stakeholders
- Knowledge of working in a community-based setting in partnership with government organisations
- An understanding of issues and context affecting Aboriginal and Torres Strait Islanders

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- **Relationship with stakeholders:** demonstrated ability to liaise, consult and negotiate with other agencies including support agencies, government departments and community service organisations.
- **Advocacy:** demonstrated ability to strongly advocate for improved outcomes for consumers
- **Program implementation:** Demonstrated experience in planning and implementation of key program activities, including organisational and evaluation skills.
- **Communication:** Highly developed interpersonal, written and communication skills and demonstrated abilities with computer programs and software.
- **Program Delivery:** Demonstrated ability to oversee delivery of program with successful client outcomes and within budget

8. 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.
