

# Position Description

<b>Title</b>	Transitional Support Worker
<b>Business unit</b>	Homelessness Support Services, Eastern Melbourne
<b>Location</b>	321 Ferntree Gully Road, Mount Waverley 3149
<b>Employment type</b>	Full time   Ongoing
<b>Reports to</b>	Homelessness 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

The Housing Options Program Eastern (HOPE) is an innovative, early intervention, outreach program that forms part of the Homelessness Services Stream. This role will be collocated at various DHHS and Centrelink offices 2 days per week and perform transitional support duties up to 3 days per week.

The HOPE Transitional Support program provides outreach support to families, single adults and couples in the Eastern suburbs of Melbourne who are homeless or at risk of homelessness. The aim of the program is to support clients to access and maintain housing while addressing support needs which contributed to their homelessness.

## 2. Scope

**Budget:** nil

**People:** nil

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### 3. Relationships

#### Internal

- Homelessness Support Services team
- Administration team

#### External

- Department of Health and Human Services
  - Centrelink
  - Real Estate Agents
  - Employment services, legal services, other support services
  - Uniting service clusters
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### 4. Key responsibility areas

#### Referral and engagement response

- Work actively with homeless cross target clients to break the cycle of homelessness
- Work with households from all indigenous, ethnic, cultural or religious backgrounds who are homeless or at risk of homelessness
- Use an engaging case-management approach to assess suitable clients for the program and identify their strengths and support needs as outlined in their jointly developed Housing and Support plan
- Promote self-determination, reliance and independence of the welfare system
- Provide information, referral and support to families relating to Child First, employment, education, finance, transport, health, court, domestic violence, addiction issues, childcare, mental health and legal issues

#### Direct service delivery

- Provide Housing Options HOPE, case work and coordination of various support services to clients as required while co-located at various Centrelink, DHHS or Community Health Centre offices
- Provide assertive outreach as required to clients in crisis motels, rooming houses and serviced apartments
- Support clients to establish and maintain their tenancies in the service apartments, THM, private rental accommodation
- Link clients and children to community supports, resources, including financial counselling services, education, training and employment supports
- Create/explore and maintain pathways with education, community recreation and support opportunities using the PRAP and Creating Connections Education Employment Pathways flexible funds
- Support clients to address those support needs which have contributed to their homelessness.
- Assist clients to secure required furniture, white goods, rent in advance, bond monies, removalist's costs, through a savings plan, NILS loan, HEF grants and material aid providers in advance of moving into PR housing
- Provide family and parenting support to help solve problems that are causing concern or threatening to break up the family units

#### Agency responsibilities

- Represent the agency at appropriate network meetings when required
- Attend regular supervision with line manager on a fortnightly basis
- Participate in regular team meetings, group supervision and agreed training opportunities

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- Support areas of Homelessness as requested by your Line Manager, to enable the Agency to maintain its core service functions during staff non work days, leave, absences/ shortages. This may involve taking clients to pre-arranged appointments, home visits and dealing with issues that may arise. Staff are required to update the clients SHIP file regarding the incident or additional case work on behalf of another co-case worker
- Actively participate in the funding bodies data collection process
- Document and inform the Line Managers immediately of any serious incidents involving clients
- Take direction from Line Managers as 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.
- 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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## 5. Performance indicators

### Direct service delivery

- Provide 2 hours of direct casework per week per client. Therefore, a case load of 12 would be 24 client contact hours per week. This time includes face-to-face, case coordination, transport to and from property inspections with client, contact time, meetings, conferences and phone calls to clients, co-workers and family members
- Understand and follow correct file management process as per funding agreements and Agency policies. This includes case notes, client outcomes and service provision on SHIP, Privacy and Confidentiality, Consent, Grievance, closure of SHIP and storage files, and update PRBP recording template
- Every client must have a SHIP Housing & Support plan written within 1 week of engagement relevant to clients' identified support needs and ensure minimum 3 month review
- Using the SHIP Housing & Support plan, identify appropriate services/supports to meet clients' needs and refer into other services including education, employment, training, financial counselling, family & community supports & resources
- Meet targets for active clients as per their EFT status and demonstrate positive outcomes with at least 80% of all client action plan goals
- Provide HOPE Intake appointments while co-located at various Centrelink, DHHS or Community Health Centre offices two days per week as per roster and when required during staff absences and leave
- Attend and actively participate in at least 90% of all team meetings, supervision (individual and group), agreed training opportunities and network meetings pro rata

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#### Agency responsibilities

- Participation in at least one of the following:
    - Cluster committee
    - Uniting working groups
    - Collocation Innovation project site
    - Provide training or mentoring to my peers and students
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## 6. Person specification

### Qualifications and requirements

- Tertiary qualification in Community Services, Welfare Work or related field (Diploma or higher)
- Driver's Licence
- Desirable: Bachelor of Social Work

### Experience

- Experience in Homelessness Service Sector or Community Housing
- Understanding of the Victorian Residential Tenancies Act
- Experience in assisting families, single adults and couples to access private rental housing
- Experience in providing assertive case management
- Experience in assisting clients to rescue their private rental housing
- Understanding of the Specialist Homelessness Information Platform (SHIP)

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
  - **Client focused:** an understanding of the issues that may lead to a single person, couple or family accessing the homelessness system and an ability to respond in a manner that is engaging, flexible and sensitive to individual needs, problem situations & challenging client behaviours.
  - **Self-starter:** well-developed organisational skills and the ability to work independently and follow tasks through to completion.
  - **Communication:** well-developed interpersonal, written & verbal communication skills with a sound knowledge of motivational case management.
  - **Professionalism:** an ability and commitment to working cooperatively with existing agencies in the delivery of services to consumers and demonstrated community networking and engagement skills
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## 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.**

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