

Position Description

Title	Private Rental Assistance Program (PRAP) Worker, More Than a House (MTaH)
Business Unit	Homelessness Central Highlands
Location	105 Dana Street Ballarat, VIC 3350
Employment type	Part Time 0.8 FTE, Ongoing
Reports to	Team Leader Homelessness

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'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 worker will provide financial and practical assistance to establish and maintain private rental tenancies for people who are homeless or at risk of homelessness as well as those who are currently in private rental. The PRAP worker will maintain the strong relationships with private real estate rental providers across the Central Highlands region and will continue to build on these established relationships to maintain a cooperative and collaborative approach to assisting consumers to sustain their tenancies and to commence new private rental agreements. This program also works closely with the Initial Assessment and Planning team and takes referrals from both internal Uniting programs as well as Real Estate Agents and other community services organisations in the region.

2. Scope

Budget: nil

People: nil

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Private Rental Assistance Program (PRAP) Worker

3. Relationships

Internal

- Team Leader Homelessness
- Initial Assessment & Planning Team & other internal Uniting Programs
- PRAP Plus Support Team

External

- Real Estate Agents & other Rental Providers
 - Community Service Organisations
 - Tenancy Advocacy & Advice Program
 - Department of Families, Fairness & Housing
 - Other Homelessness Support Agencies
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4. Key responsibility areas

Service delivery

- To provide client-focused, program specific support to people and families referred to the program.
- To assess peoples' potential capacity to successfully participate in the program through informed and confidential discussion.
- Through advocacy, promote the rights, responsibilities and dignity of the client by offering support and assistance appropriate to the scope of the program and in accordance with service standards and legislation.
- In conjunction with the client and program staff, work towards stable long-term housing in the private rental market with the assistance of brokerage funds.
- To engage with and contribute to both team and organisation initiatives and strategic objectives.
- 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.
- People are diverted from higher cost crisis services and more complex interventions into private rental
- Collaborative and solution-focused working relationships developed with other legal, health, education and community services to support early intervention.
- Private rental brokerage funding for the central Highlands area of Victoria effectively managed and optimised including administration, allocations and monitoring functions.
- Other duties as required

Administration

- Enter all client information into the SHIP database
- Complete client file notes and other documentation accurately, in a timely fashion, and in line with relevant legislation, policies and procedures
- Adhere strictly to relevant privacy legislation
- Maintain and lead a high standard of record keeping in regard to case notes, assessments, data collection, budgetary requirements
- Fulfil data reporting requirements to funding providers
- Fulfil other related administrative tasks to the highest quality as required and directed
- Assist with the development and maintain all necessary administrative systems as required for the efficient operation of the program, including financial, statistical and client files and databases

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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 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.
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5. Person specification

Qualifications

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

Experience

- Experience working with consumers experiencing homelessness or housing crisis
- Knowledge of the private rental market in the Central Highlands region would be an advantage

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 an understanding of the barriers and challenges experienced by the program's target client group
- Experience in delivering innovative, flexible, quality services in client-centred environments.
- 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 consumers, colleagues, businesses, other organisations and the wider community.
- Proven capacity to establish positive cross-sectoral relationships in order to deliver program objectives.
- Proven high level negotiation skills
- Evidenced administrative accuracy and detail, including timely data entry.
- Proven ability to work autonomously, as part of a small team and within a diverse team environment
- Create, maintain and foster a safe work environment at all times

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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.

7. Acknowledgement

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

Employee

Name:

Signature:

Date: