

Position Description

Title	Journey to Social Inclusion (J2SI) Peer Settlement Support Worker
Business unit	Homelessness & Community Support
Location	105 Dana Street, Ballarat Vic 3352
Employment type	Maximum term, Part Time
Reports to	Journey to Social Inclusion Team Leader

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. Program overview

The Journey to Social Inclusion (J2SI) is an innovative and evidenced-based case management service for people experiencing long-term homelessness in Melbourne, Victoria. It differs from traditional homelessness services as it provides the time needed for people to access their permanent homes and have an improved quality of life and increased community connection. Staff can work intensively with small caseloads and use a combined key worker and team approach to deliver intensive individualised support for up to 3 years to each client.

The J2SI service model delivers 5 key service elements:

- Intensive case management and service coordination
- Rapid housing access and sustaining tenancies
- Trauma-informed practice
- Skills for inclusion
- Fostering independence

Sacred Heart Mission, The Salvation Army, Uniting Vic/Tas, and VincentCare Victoria have formed a consortium and successfully received funding from the Victorian Government's Early Intervention

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Investment Fund (EIIF) to deliver J2SI programs across Victoria. J2SI will also work with local ACCOs and other services to help support more people experiencing chronic homelessness.

Position Purpose

The Peer Settlement Support Worker role works part-time in collaboration with the J2SI Intensive Case Manager and will have life experience of resettling clients in a home and the community after they have experienced homelessness, including returning to work.

The position will work with clients to make their homes their home and improve economic and workforce inclusion outcomes for J2SI clients through employment placement, volunteering opportunities, links to training, courses, and programs, and internally tailored group and individual interventions. The roles work under the Intentional Peer Support (IPS) framework to draw from their experience and are supported by an external lived experience organisation for peer supervision.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Senior Manager Homelessness Western
- J2SI Program Manager
- J2SI Program Team Leader
- J2SI Case Managers
- Central Highlands based Homelessness Programs
- Homelessness Advocacy and Reference Committee (HARC)

External

- Department of Families, Fairness and Housing
- Local Community Services delivering programs suitable for client referral and support
- Local Health Services
- ACCOs and Community Housing providers
- All J2ST consortia members, groups and sub-groups
- Central Highlands Homelessness Alliance (CHHA)

4. Key responsibility areas

Objectives and Service delivery

- Manage a key number of activities working in an outreach capacity and adopt an assertive engagement approach.
- Drawing on lived experience to inform work with clients to:
 - Provide connection to community
 - Establish a home
 - Build skills
 - Provide emotional support
 - Make the transition from homelessness to being housed

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- Return to work or study
- Work in partnership with other J2SI program staff including the Intensive Case Managers and First Nations Worker.
- Work with individual clients to ascertain their educational, volunteer, employment, and social inclusion goals, in collaboration with their key Intensive Case Manager.
- Participate in case conferences, planning and exit planning in conjunction with the J2ST team and referring agencies.
- Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework.
- Monitor, progress, and achieve program targets and outcomes.
- Utilise the adopted measurement and evaluation framework to capture outcomes of J2SI program.
- Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures.
- Contribute to a workplace environment that supports peers, develops teamwork and ensures the provision of quality services for SHM clients

Administration

- Attend and actively participate in team meetings and service planning days, and Uniting all staff meetings.
- Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of J2SI.
- Contribute to the implementation of the Uniting Strategic Plan.
- Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment.
- Contribute to collaborative communities of practice across the J2SI consortium.
- Ensure links are maintained with other Uniting services and partnership agencies contributing to J2SI.
- Actively contribute to collaborative practice across the Uniting Services Division and the J2SI Consortium, including attendance and engagement in community practice settings.
- Support J2SI research and evaluation activities.

Quality and risk

- All Uniting staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives), whether positive (opportunities) and/or negative (threats).
- Participate in regular supervision, yearly professional development and review meetings and regularly monitor individual training and development plan with line manager.
- Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective.
- Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
- All staff are required to manage information and data in accordance with Uniting frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
- All Uniting staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

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.

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- 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.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Appropriate qualification relevant to the delivery of community services e.g. Social Work, Psychology, Occupational Therapy or equivalent. Candidates with Diploma qualifications and outstanding relevant experience may be considered.

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.
- Demonstrated experience in case management (anticipated likely 1 year of recent experience).
- Relevant experience working in the community service sector.
- Proven ability to restore relationships with people experiencing vulnerabilities and history of complexities in areas such as adult homelessness, alcohol and other drugs, mental health, disability, and family violence.
- Ability to work effectively in an outreach capacity.
- Sound knowledge of various theoretical frameworks and strategies applicable to working with clients with complex needs.
- Good interpersonal skills, including both verbal and written communication.
- Demonstrated ability to achieve program targets and outcomes.
- Proven ability to effectively manage challenging behaviours and respond to crisis situations.
- Demonstrated experience in case noting, client information portals/platforms and other relevant paperwork.
- Ability to manage time, resolve routine problems and meet deadlines with minimal supervision and direction.
- Ability to participate collaboratively and constructively within teams of peers, staff, and other stakeholders, as well as initiative and effective personal judgement when working alone.

Desirable

- Experience in assisting clients to navigate different service systems to meet their needs.
- Knowledge of recovery principles and the ability to apply them in broader casework practice.
- Knowledge and skills to work assertively with clients.
- Specialist experience in a mental health and/or drug and alcohol setting.
- Knowledge of trauma-informed practice.

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Mandatory Requirements

- Eligibility to work in Australia
- A current Criminal Records check.
- International Police checks for staff who have lived outside Australia for more than 12 months within the last 10 years.
- A current Victorian Working with Children Assessment Notice.
- Valid driver's licence to drive in Australia.

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: