

Position Description



Title	Tenancy Assistance and Advocacy Program (TAAP) Worker (Hume & Moreland)
Business Unit	Social and Financial Inclusion, Kildonan & Lentara Cluster
Location	413-419 Camp Road, Broadmeadows (with ability to work and travel across locations)
Employment type	Full time, Maximum term (until 30 June 2021)
Reports to	Team Leader, Client Support Services

1. 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, 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

2. Position purpose

The key objectives of the role are to provide a quality tenancy assistance service to clients in private rental accommodation who are financially disadvantaged or victims of family violence.

3. Scope

Budget: nil

People: nil

4. Relationships

Internal:

- Uniting Kildonan & Lentara Cluster Social and Financial Inclusion teams
- Other Uniting Kildonan & Lentara Cluster Program areas
- Uniting TAAP teams

External

- Victoria Civil and Administrative Tribunal (VCAT)
- ConsumerAffairs, Victoria

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Tenancy Assistance and Advocacy Program Worker



- Real Estate Agents
- Housing Providers

5. Key responsibility areas

Service delivery

- Engagement with clients and service providers.
- Use an engaging strength based approach to client intervention to address identified tenancy and support needs.
- Provide education and support to the community to ensure they understand the purpose of the TAAP program, the assistance available and the parameters of service delivery.
- Undertake detailed assessment of client need, provide advocacy support for clients and negotiate outcomes in their best interests.
- Assist clients to lodge VCAT applications and support them at VCAT on an as required basis.
- Program and Service Development
- Participate in the development, implementation, review and evaluation of the TAAP service.
- Participate in negotiations with other service agencies and key stakeholders to develop protocols for collaborative 'best practice' client service delivery.
- Undertake the TAAP Officer role in line with relevant legislative and sector standard.
- Work collaboratively with other Uniting Kildonan & Lantara program areas, Uniting TAAP programs, other services with which this position is co-located, and key stakeholders such as VCAT.

Quality and risk

- Ensure that concise case notes are completed and entered on the data system in a timely manner.
- Accurately record service delivery hours as negotiated with the Team Leader in order to ensure funder performance expectations are met.
- Adhere to funder service guidelines in carrying out all aspects of the TAAP Officer role.
- Report any issues relating to client or other operational risk directly to the Team Leader in a prompt manner.

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.

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- 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.

6. Person specification

Qualifications

- Tertiary qualification within a relevant and related discipline e.g. Social Work, Community Services (Welfare Studies) or similar.
- Multilingual/Bilingual skills in the primary languages of the Hume/Moreland area are desirable, but not essential.

Experience

- Recent experience working in a Tenancy Assistance and Advocacy Program.
- Demonstrated capability in tenancy management of public, private or community rental properties and sound knowledge of the residential tenancy legislation.
- Well-developed knowledge of the housing sector, vulnerable and financially disadvantaged clients such as asylum seekers, victims of Family Violence, older people and Culturally and Linguistically Diverse individuals and groups.
- Demonstrated experience in collaboratively liaising with community, government and other stakeholders, including developing and maintaining stakeholder relationships

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Highly developed interviewing and assessment skills including the capacity to analyse complex client issues and develop planned responses to address these.
- Ability to work in a changeable environment and meet tight deadlines.
- Strong verbal and written communication skills.
- Sound negotiation skills.
- Must be proficient with MS Office (Excel, Word and Outlook) and have experience in using an online database.
- Current Victorian Driver's License is essential.

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 Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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

Manager

Name:

Signature:

Date:

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