

Position Description

Title	Tenancy Administration and Prison Exit Housing Worker
Business Unit	Resilient Communities
Location	185 Baillie Street Horsham Victoria 3400
Employment type	Full Time, Ongoing (76 hours per fortnight)
Reports to	Program Leader - Homelessness

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. Position purpose

The Tenancy Administration and Prison Exit Housing Worker will offer housing advice and management for tenants in accordance with the Residential Tenancies Act 1997. The position is required to actively and successfully network with support agencies, specifically those who are funded by the Specialist Homeless Services (SHS). This position will also provide tenancy and property management in accordance with the Residential Tenancies Act 1997.

The position also provides housing information, referral and assessments in the Ararat and Langi Kal Kal prisons to clients with complex housing needs. This position will work towards reducing the incidents of homelessness and therefore improve the transitional experience of people exiting prison and seek to reduce the re-offending rate through the provision of housing and support.

2. Scope

Budget: *nil*

People: *nil*

Position Description

Tenancy Administration and Prison Exit Housing Worker

3. Relationships

Internal

- Members of the Homelessness Support team
- Program Leader of Homelessness Support
- Manager of Client Engagement (Intake), ChildFIRST, AOD and Homelessness Services.

External

- Department of Families Fairness and Housing
 - Grampians Community Health
 - The Salvation Army
 - Prison staff at Langi Kal Kal Prison and Hopkins Correctional Facility.
-

4. Key responsibility areas

Service delivery

- Undertake responsibilities and provide services using a Best Interest Framework to ensure the best outcomes for recipients of the Prison Exit Program
- Apply knowledge and skills to set outcomes and develop aspects of the Tenancy and Prison Exit Program where existing procedures are not defined
- Participate in relevant service networks and work in partnership with other agencies and funding bodies to continually improve and develop quality services
- Actively participate in education strategies to enhance community understanding of the Tenancy and Prison Exit Housing Program and homelessness
- Provide tenancy management and housing advice in accordance with the Residential Tenancies Act
- Collaborate and liaise with team members to ensure best outcomes for the recipients of the Prison Exit Program
- Integrate the needs of recipients of the Tenancy and Prison Exit Housing Program into other services provided by Uniting Wimmera
- Provide housing program information and referral service to clients from Hopkins Correctional Centre and Langi Kal Kal Prisons
- Secure appropriate accommodation for clients at the time of their release
- Attend weekly prison visits to provide one on one assessment or information interviews
- Pursue referrals or requests for housing information and follow up with clients in a timely and efficient manner
- Cultivate and maintain good relationships with prison staff and other supporting programs operating within the prisons
- Work towards targets as set out in the funding guidelines
- Undertake other duties and work across other Homelessness Support Programs as directed by Program Leader of Homelessness Support or Manager of Client Engagement (Intake), ChildFIRST, AOD and Homelessness Services, commensurate with current level of skill and classification
- Apply problem solving using knowledge, judgement and work organisational skills acquired through qualifications and previous work experience
- Cultivate and maintain good relationships with staff and other supporting programs

Administration and reporting

- Develop, control and administer the client record system, ensure clients have records that are up to date and meet quality standards, statutory, organisational and funding body requirements
- Complete requests for statistical and other information in a timely and accurate manner

Position Description

Tenancy Administration and Prison Exit Housing Worker

- Provide assistance for grant applications including basic research or data collection
- Under the guidance of the Program Leader provide other aspects of records management
- Ensure accurate, timely and effective communication and reporting processes are followed to meet statutory, organisational and funding body requirements

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.
-

5. Performance indicators

- Meet DFFH funded Targets
 - Compliance with DFFH audit requirements
-

6. Person specification

Qualifications

- Tertiary qualifications in human services, property management, welfare or social services or substantial years of relevant experience

Experience

- Experience and a sound knowledge of the underlying principles of Tenancy or the Prison Exit Program, gained through experience, education and or training
- Demonstrated ability in networking and liaising with agencies and colleagues in the pursuit of high-quality outcomes for disadvantaged target groups
- Proven experience and demonstrated ability in supporting collaborative effort within and across community based and government agencies
- Highly developed written and oral skills
- Demonstrated ability to adapt to a changing environment
- Knowledge of the statutory requirements related tenancy programs and working with disadvantaged clients
- An understanding of the impacts of homelessness in relation to re-offending rates of prisoners

Position Description

Tenancy Administration and Prison Exit Housing Worker

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
- **Tenancy Management Experience:** sound knowledge and experience in tenancy management.
- **Statutory knowledge:** an understanding of the relevant legislation and current policy relating to the care of children and families.
- **Client focused:** ability to respond in a manner that is engaging, flexible and sensitive to individual needs
- **Culturally aware:** values diversity in the delivery of services including but not limited to those from CALD and indigenous backgrounds
- **Inclusivity:** understanding of issues related to individuals who might otherwise be excluded or marginalized and a commitment to working with these groups
- **Teamwork:** provide proactive support to others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** an ability and commitment to working cooperatively internally and with existing agencies
- **Flexible:** when you’re flexible, you’re versatile, resilient and responsive to change. Changes in the community services sector are ongoing and the ability to be flexible assist in the ease of transitioning between stages.
- **Other key success factors:**
 - Excellent time management and organisation skills and evidence of prioritising competing demands
 - Excellent oral and written communications skills, including experience in the preparation of case noting, reporting and client records
 - Excellent interpersonal and communication skills across a broad range of stakeholders.
 - Sound judgment and problem-solving skills to contribute to the planning and development of the service
 - High level computer literacy skills including demonstrated experience in Microsoft Office
- **Certificates, licenses and registrations:** current eligible motor vehicle; current National Police Record Check; and Working with Children Check

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.

8. Acknowledgement

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

	Employee	Manager
Name:		
Signature:		
Date:		