



Position Description

Job Title	Homelessness Intervention Worker
Employment status	Permanent / Full Time or Part Time
Hours/Days	Monday to Friday
Location	Fortitude Valley, Brisbane
Award	SCHCaDS AWARD 2010 Community Services Worker Level 4
Reports to	Coordinator HART 4000
Service	HART 4000
Direct Reports	No other staff report to this position
Scope	HART 4000 collaborates with all other services across the organisation and Brisbane to provide support to anyone who may be homeless or at risk of becoming homeless.

Service profile

Community's HART 4000 (Homelessness Assessment and Referral Team, 4000 – Brisbane postcode) is a service funded by the Department of Housing & Public Works as part of the Queensland Government's Responding to Homelessness Initiative.

We were formed in 2005 through the joint efforts of a number of inner city agencies that were looking to collaborate. Located in the Fortitude Valley, we are an assessment, support and referral team that works closely with anyone who may be homeless or at risk of becoming homeless.

Working in the Housing First model, the Mission of HART 4000 is *Achieving Positive and Sustainable Outcomes for Homeless People*

Organisational profile

Community is a multi-service community agency providing a range of services to meet the needs of people living in the northern suburbs of Brisbane. It currently provides Family and Individual Support, Community Development, Aged and Disability Services, Emergency Relief, Childcare, Community Education, Recreational Programs, Homelessness Intervention and Mental Health Services.

Position objective

The position provides intake, assessment, casework and support services including referral under the Qld Government's Responding to Homelessness program which addresses homelessness and imminent risk of homelessness. Duties include the provision of information, advice, referral, advocacy and short term case planning and management. The focus of casework at Community HART 4000 is strengths-based, client-centred and trauma-informed. The main aim of the program is to provide clients with a safe and secure pathway out of homelessness in to sustainable housing.



Other key objectives

- Contribute to the success of Communify's Services through active teamwork and effective performance of the responsibilities and duties of the position
- Display effective people and networking skills that will promote Communify and its programs in the wider community
- Display initiative and the ability to autonomously complete a range of tasks with minimal supervision day-to-day.

Responsibilities

DUTIES

SERVICE DELIVERY

EFFECTIVE DELIVERY OF OUTCOME FOCUSED CLIENT SERVICES

- Conduct high quality screening, and initial assessment of clients utilising motivational interviewing techniques
- Develop case plans in conjunction with the client and implement strategies that support the client to achieve their sustainable housing goals by building on their strengths and focusing on sustainable solutions
- Referral to and advocacy on behalf of clients to appropriate agencies with services providing domestic violence, legal, counselling, family support, mental health, financial, and immigration support
- Assess and allocate brokerage assistance requests to support immediate and sustainable housing outcomes. This is to be done within the context of budgetary constraints and within guidelines
- Actively identify and build housing pathway options for clients for both immediate and long term housing

PROGRAM ADMINISTRATION

MAINTAIN A FOCUS ON QUALITY, CONTINUOUS IMPROVEMENT AND INNOVATION

- Maintain a high level of accurate, professional client and program records
- Ensure all processing and reporting requirements and performed to a consistently high standard and within specific timeframes
- Ongoing review of case plans
- Implement ongoing service user evaluation/feedback mechanisms
- Other job-related duties as required

ORGANISATIONAL CULTURE AND PARTICIPATION

CONTRIBUTE TO CREATING A POSITIVE, EMPOWERING AND COLLABORATIVE TEAM AND ORGANISATIONAL CULTURE.

- Abide by all relevant policies and procedures and participate in their development and review
- Commit to maintaining high level of professionalism and confidentiality with other staff members and stakeholders
- Actively participate in all required staff meetings, team building and all of Communify staff professional development



- Undertake training in accordance with the requirements of the position
- Actively participate in regular internal supervision and performance management and capability development processes, including individual work plans and individual development plans
- Actively participation in group supervision and professional development

COLLABORATIVE PRACTICE

- Strive to maintain and build positive relationships with all new and existing stakeholders
- Actively network, refer and respond to other Communityfy services and programs in a timely manner
- Engage in case conferencing and review with team members and Coordinator

Key Selection Criteria

PROFESSIONAL AND TECHNICAL KNOWLEDGE AND SKILLS

- Relevant tertiary qualifications
- Competence in developing case plans within a strength based service.
- Capacity to be solution focused and flexible in response to change
- Demonstrated analytical, problem solving and decision-making skills
- Demonstrated ability to exercise initiative, time management and prioritisation of workload.
- Demonstrate highly effective communication, interpersonal, administrative and organisational skills, and ability to work within a busy, multi-functioning professional team with a customer-service focus
- Demonstrated ability to contribute as part of a team to provide a safe, equitable and rewarding workplace
- Demonstrated ability to develop and foster collaborative working relationships and strategic alliances with a variety of stakeholders including other community agencies and government departments
- Demonstrated commitment to ongoing professional development
- Ability to exercise self-care and identify strategies to cope in situations of stress and pressure

WORKPLACE HEALTH & SAFETY

TAKE RESPONSIBILITY FOR THE SAFETY AND WELLBEING OF SELF, COLLEAGUES, STUDENTS, VOLUNTEERS, CLIENTS, VISITORS AND CONTRACTORS.

- Comply with all applicable legislation, policies and procedures, and guidelines related to governance, human resources, occupational health and safety privacy and ethical standards
- Contribute to the achievement of a safe and healthy environment by carrying out the responsibilities outlined in the Communityfy Qld Health & Safety policies manual



CORE REQUIREMENTS

- Current valid Open driver's licence
- Current National Police Record Check
- Current Working with Children Check

KEY CHALLENGES

The work carried out by Communify HART 4000 Program is at times challenging. All staff in the service endeavour to provide high quality services to clients at all times and especially at times of crisis and distress. This position requires the employee to respond to clients with empathy and with quality responses. Employees are expected to manage and meet competing demands by working collaboratively, behaving ethically and respectfully at all times.