

| POSITION DESCRIPTION | |
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| Role title: Community Outreach Worker: Community Connections and HSA programs | |
| Program: | Community Outreach Loddon |
| Employment Agreement: | Social, Community, Homecare & Disability Services Industry Award 2010 |
| Classification level/salary range: | As per current Employment Agreement OR as per the transitional provisions in the <i>Social, Community Homecare & Disability Services Industry Award 2010</i> <i>Plus, superannuation</i> <i>Plus, excellent tax-free salary packaging options available for permanent staff</i> |
| Hours of Work: | 38 |
| Tenure: | Ongoing |
| Location: | Bendigo |
| Reports To: | Program Coordinator Community Outreach Loddon |

Organisational Environment Statement

Haven; Home, Safe is the leading provider of integrated homelessness and housing services in the Loddon Mallee Region and Victoria's first registered affordable housing association. Haven; Home, Safe aims to provide shelter and support to people who are homeless or living in a housing crisis and works to provide communities with affordable housing opportunities.

Haven; Home, Safe expects a high level of commitment, quality, passion an energy and in return offers competitive remuneration packages and great benefits. We offer a supportive workplace culture, flexible working conditions, family friendly workplace, great training and development opportunities, employee assistance program, attractive salary packaging arrangements and an opportunity to make a real difference within our growing organisation.





Position Context & Objectives

Haven; Home, Safe is entering an exciting and expansive chapter of opportunities due to the Victorian Government's release of the first Victorian housing strategy, *Homes for Victorians*, and their announcement of a record investment of \$2.7Billion into homelessness services and social housing. Further capital investments are expected in the family violence prevention field and related areas. The Board has developed a 5-year strategic plan in alignment with the initiatives proposed by the housing strategy.

Focussing on a person-centred approach, this plan outlines the strategic approach we will undertake to meet our 4 key organisational goals which are:

- More homes
- More support
- More partnerships
- More capacity.

This position sits within the Community Outreach Loddon Team and complements other roles and projects that aim to reduce homelessness and minimise harm.

The program areas with the team currently include:

The Community Connections Program (CCP) aims to assist people with multiple or complex needs who are 20 years or over, homeless, or living in low-cost or insecure accommodation, socially and or geographically isolated; inadequately linked into health, housing, or community support services and require case management to navigate the system.

The Housing Support for the Aged Program (HSA) assists people aged 50 and over with multiple or complex needs who require ongoing support to live independently in public or low-cost housing. Clients may present with complex needs such as – physical/intellectual disability, mental/physical illness, Acquired Brain Injury, frailty and /or drug or alcohol dependence. The overall objective of the program is to maintain the independence of individuals to assist them to remain living at home and to prevent premature or inappropriate admission to long term residential care.

The Supported Accommodation for Vulnerable Victorian Initiative (SAVVI) works with supported residential services (SRS) staff and proprietors to build their capacity to meet the needs of residents and maintain viability of the facility.

The Supporting Connections Program (SCP) provides support to residents and proprietors by working with residents to identify any unmet physical, mental health or social needs, link them to appropriate services and supports and increase their participation in a range of activities.

Rough Sleeping Action Program (RSAP) seeks out rough sleeper clients wherever they may be living and engages them with homelessness and support services. RSAP actively engages people experiencing entrenched forms of homelessness and disengaged with the social service system as a result of repeated system failures compounded by histories of trauma.

The objectives of this position are:

To support people with multiple and complex needs that require short or long-term support with obtaining and maintaining appropriate housing and relevant supports



Promote and deliver service assistance to homeless individuals or those about to become homeless who have no other 'way in' to gaining assistance.

Responsibilities and Duties

Community Connections Program (CCP)

The Community Connection Program helps Victorians with multiple or complex needs who are homeless or live-in low-cost accommodation. Often these people are isolated and not well connected with health, housing or community services. They easily 'slip through the gaps'.

Community Connection Program providers proactively find, engage, assess and link these people with the services they need. Such as health, housing and community services and providing assistance during difficult times. Each provider has access to financial brokerage to help people overcome a crisis or a pressing need. Service providers can also help people relocate if their accommodation closes.

Community Connection Program providers also work with local services to make them more accessible and responsive to these Victorians.

Primary Role

- Assist persons within the program to improve their housing, general and mental health situation by:
- Operating within a case management framework applying independent models of practice such as active service, trauma-informed, wellness and re-enablement Developing, implementing and reviewing goal-directed case plans collaboratively with individuals using a person-centred approach
- Constructing referrals to appropriate and relevant general or specialist services, including mental health, to meet individuals needs.
- Provide financial assistance through the flexible care funds to assist with short term crisis
- Provide clients with support and information, enabling them to navigate service systems until their situation improves or appropriate longer-term supports are in place.
- Advocate with and for residents to strengthen links with the local mental health and community services
- Proactively prevent crisis arising including eviction.

Housing Support for the Aged (HSA) Primary

- Assist clients within the program to improve their housing and health situation by:
- Operating within a case management framework applying independent models of practice such as the Active Service.
- Making referrals to appropriate and relevant general or specialist services, including mental health, to meet client needs.
- Provide financial assistance through the Flexible care funds to assist with short term crisis.
- Provide the client with support and information enabling them to navigate service systems until their situation improves or appropriate longer-term supports are in place.
- Support residents' access to social networks, activities and health and community services.



Inherent responsibilities and duties for all Community Outreach Team members

- Maintain accurate case notes, collect and record data as required.
- Maintain service map of services, supports and resources relevant to your target client group.
- Mentoring/assisting in training new staff within the team
- Work across all program areas within the Community Outreach team to ensure coverage for leave and times where the need arises.
- Provide secondary consultation for other team members around your primary program responsibilities.
- Work in a manner that assists the person move toward independence and self-reliance by implementing strength based, recovery focused and health-related assessment, planning and review.
- Provide a high standard of professional service which is accessible, relevant and responsive to the needs of service users and adheres to Haven's values, policies and program guidelines.
- Establish and maintain positive working relationships with relevant stakeholders.
- Contribute to the development, implementation and review of Community Outreach team policy, procedures, planning and program evaluation.
- Meet deadlines with high quality outcomes
- Other duties, functions and responsibilities as directed by HAVEN; HOME, SAFE.

Reporting

This position reports to the Program Coordinator Community Outreach Loddon

Key Selection Criteria

Qualifications and Experience

- A formal qualification in related disciplines such as Social Work, Welfare, Social Sciences or other relevant qualifications are highly desirable, but a person having significant success and experience in a similar position is encouraged to apply.

Knowledge & Skills

- Understanding/experience of Case Management service delivery.
- Demonstrated capacity and experience in working with disadvantaged people in our community in crisis, dealing face to face with people experiencing distress and behaving in ways that may not accord with one's own values or background.
- Demonstrated understanding and experience in providing support and crisis intervention to individuals with complex needs in a Case Management model /assertive outreach framework.
- Knowledge and experience in working within the aged, mental health and community service systems
- Demonstrated experience supporting people with mental health issues.
- Comprehensive understanding of the Active Service Model and HACC diversity framework
- Demonstrated sensitivity and ability to work with clients in an ethical manner which respects their right to live as they see fit and which affords the client a culturally, age, ability and gender appropriate approach to their needs.



- Demonstrated excellent organisational skills in order to meet deadlines and to deliver high quality outputs, including the demonstrated ability to re-order work and priorities in response to demand and crises.
- Skills in assessment, monitoring and review, in the context of working with the client group.
- Ability to work in a team environment as well as autonomously.
- Demonstrated excellence in communication – written and oral.

Personal Qualities

- Displays positive personal qualities that demonstrate HHS values, HHS Code of Conduct
- Exemplifies personal drive and integrity, demonstrates professionalism
- Displays resilience and demonstrates commitment to personal development with strong emotional intelligence

Inherent Requirements of the Position

- Successful appointment of this position will be subject to:
 - Taking part in recruitment testing as part of the selection process
 - Pre-employment medical disclosure form prior to commencement
 - Undergo a Police Check and Working with Children Check **prior** to commencement
 - All Haven; Home, Safe staff must always hold a current Victorian Driver's License .
- All Haven; Home, Safe staff must take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
- Supporting clients to access and engage with the mental health sector and mental health related supports.
- A sound working knowledge of computers and Microsoft office programs.
- A commitment to and respect of Haven; Home, Safes Values and Expected behaviours.
- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, to their supervisor.
- Not place others at risk by any act or omission.
- Not wilfully or recklessly interfere with safety equipment.
- All Haven; Home, Safe staff must participate in training, supervision and appraisal activities.
- All Haven; Home, Safe staff are required to perform the Concierge function (on a rostered system)



Approval of Position Description

Chief Manager

Name: _____

Date: _____

Chief Officer of Line Manager

Name: _____

Date: _____

Acceptance of Position Description

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____

Application Information

To be considered for shortlisting and an interview application must include the following:

- **Cover Letter**
- A statement which describes your suitability against each of the **key selection criteria** detailed in the Position Description;
- A **resume** containing your contact details, summary of work experience, details of qualifications and education
- **Referees** – if required for an interview you will be required to provide details of at least three referees – ideally one should be from your supervisor and from your most recent employer and others a knowledge of your work performance

Applications can be submitted via our job vacancy page on our website www.havenhomesafe.org.au

For any queries relating to this Position please call 03) 5444 9047 / 03) 5444 9037

Applications must be received before COB, 19th July 2020

The successful applicant will also be required to:

- Be available as part of the interview process undertake the accredited APP – skills and abilities test and CPI 260 test



- Pre-employment Medical Disclosure – Haven; Home, Safe is committed to providing a safe work environment for all employees. As part of this you will be required to provide information regarding any pre-existing injury or disease which could affect your ability to perform the proposed employment. You will be asked to complete and sign a disclosure form prior to commencement.
- Undergo a Police Check **prior** to commencement. Your suitability of Employment will be determined by any outcome that may be listed on this check. Please contact HR to complete form prior to commencement.
- If your role involves child related work then you will be required to obtain a Working with Children Check. This will need to be produced **prior** to commencement.
- If you do not already have a WWC Check Haven; Home, Safe will assist with the cost please contact HR as soon as advised of success in your application to ensure an application for WWC Check is completed prior to commencement.