

POSITION DESCRIPTION	
Role title: Homeless Assessment Worker	
Program:	Homeless Hub 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</i>
Hours of Work:	0.9
Tenure:	Ongoing
Location:	Bendigo
Reports To:	Program Coordinator - Homeless Hub

Organisational Environment
<p>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.</p> <p>Haven; Home, Safe expects a high level of commitment, quality, passion and 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.</p>



OUR PURPOSE:
In a world where homelessness and housing crisis exist, we connect people with housing options and integrated supports so that they can find and keep a place to call home.

OUR VALUES:

- We put people first, especially our clients
RESPECT
LISTEN
COLLABORATE
- We do things differently to get the best results
INNOVATION
CHALLENGE
LEARNING
- We do what we say and always make a difference
ACCOUNTABILITY
RESPONSIBILITY
INTEGRITY

Position 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.

The objectives of the position are;
This position will work within the Homeless Hub to provide Initial Assessment and Planning and immediate response to our Intake Clients as required. They will provide Interim Response to those in need of information, advocacy and referral support to families and single people (over 18 yrs), and their accompanying children, who are homeless and/or experiencing housing issues.

Responsibilities and Duties

- To assist families and individuals who are homeless or about to become homeless, to obtain adequate accommodation through the provision of housing information, direct financial assistance or targeted referral within the service system.
- To provide a “one-stop-shop” or “entry points” of Haven; Home, Safe; Home, Safe that provides immediate response to clients requiring housing and support assistance.
- To actively contribute to and maintain an Intake environment and telephone service that is positive, safe and welcoming, child and family friendly.



- Undertake crisis intervention and assessment of presenting clients whether in person or on the phone.
- To provide informal counselling regarding the range of supports offered within the community.
- To have or develop a good knowledge of services within the community or knowledge to assess a wide range of services.
- To proactively work in a manner that assists the client group to move towards independence and self-reliance by implementing client strength and solution-based interventions within appropriate assessment, planning and review procedures.
- To collect and process data collection as required.
- To ensure accurate, confidential and meaningful records on clients are appropriately kept within the global data system.
- To understand and deliver HEF/ ER / PRAP (Housing Establishment Fund, Emergency Relief fund and Private Rental Assistance Program) financial assistance as per the DHHS guidelines and Haven; Home, Safe; Home, Safe's policy and procedure.
- Ensure that accurate and professional recording of client details, assistance provided (including HEF, ER and PRAP) in the Client Management Systems and other data systems as applicable.
- Participate in Haven; Home, Safe; Home, Safe's internal intake assessment and follow up meetings.
- Attend team meetings, peer supervision and individual supervision sessions
- Other duties, functions and responsibilities as directed by HAVEN; HOME, SAFE

Delegations, authority levels and decision making

- This position reports to the Program Coordinator Homeless Hub

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

- Demonstrated experience in working within a dynamic social service setting that provides responsive servicing to clients and/or experience working with homeless individuals and families or people experiencing housing crisis.
- Ability to work affectively in a highly supportive, communicating, multi-skilled team environment to deliver quality client services.
- Excellent communication, interpersonal and negotiation skills, including demonstrated sensitivity to cultural awareness and needs of clients.
- Demonstrated capacity to work with people in crisis and an understanding of the behaviours of people who are undergoing significant personal crisis due to homelessness and the range of attitudes that are/can be part of that.



- Ability to work with limited direction and accept a high level of personal responsibility for completing tasks.
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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 hold a current Victorian Drivers Licence at all times.
- 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.
- 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 willfully or recklessly interfere with safety equipment.
- All Haven; Home, Safe staff must participate in training, supervision and appraisal activities.
- Some out of hours (including rostered system) and weekend work may be required.
- All Haven; Home, Safe staff are required to perform the Concierge function (on a rostered system)



Approval of Position Description

Chief Officer of Line Manager

Name: Trudi Ray

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 0474 956 370 or (03) 5444 9037

Applications must be received before COB, 5th October 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. 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.