

Homelessness Services Worker

Cafs Wide – Position Description

Version 1.000000

Owner: People and Engagement

Stage: Issued

Our Vision

Wellbeing, safety and respect for all children and families

Our Mission

To deliver quality services with positive outcomes for the communities we serve

Our Values

We believe in **respect**. We have empathy and compassion for the communities we serve and we work to empower people.

We embrace **collaboration**. We celebrate inclusiveness and we work together to make a difference, creating strong partnerships with our stakeholders.

We are leaders in **innovation**. We have the courage to try new things, to be creative and go above and beyond for the individuals and communities we serve.

We have **integrity**. We believe in doing what's right, acting ethically and with honesty.

Position Overview

Homelessness Services Workers form part of our Homelessness Services team and plays an active role in providing direct support to clients who are experiencing homelessness. The role provides assistance to our clients to meet the goals and outcomes identified in a person's case plan. Our Homelessness Services Workers provide information, support and advocacy services to our Cafs clients.

Qualifications: Social Work Degree, Diploma in Welfare studies, youth work or relevant area.

Experience: 1-2 years experience in a similar role (Desirable)

Reports to: Team Leader- Housing & Homelessness

Direct Reports: Nil

Classification: Child and Family Services Collective Agreement

SW3.1- SW5.3 Dependent upon qualifications and experience

Other requirements: A current Victoria Drivers Licence

Organisational Overview

With a history dating back to 1865, Child & Family Services Ballarat Inc. (Cafs) is a not-for-profit incorporated organisation that has no religious affiliations. We are owned and governed by the community, for the benefit of the community. We are guided by our organisational values of respect, collaboration, innovation and integrity. Our inclusive and accessible programs support children, young people, individuals and families who are in need of assistance.

Accountabilities (Specific Responsibilities)

Service Delivery

- Undertake the assessment needs and risks of the presenting person/s.
- Develop appropriate support plans and work towards these as per the requirements of the program.
- Provide advocacy and assist tenants with strategies for resolving tenancy related problems or disputes; maintain or develop a sound understanding of the residential tenancies act.
- Assess and be mindful of the clients support network, including the needs of any accompanying children and use the children's assessment tool as part of the development of support plans.
- Be mindful of ATSI consumers and emerging cultural groups, especially the systemic disadvantage faced by those groups in the housing area; ensure that case practice is culturally sensitive.
- Housing staff will have skills in specific areas as well as an understanding of the suite of services provided by Cafs. The advertised position will highlight the primary areas to be delivered."

Services provided in the Housing & Homelessness programs

- Initial Assessment and Planning role (IAP) provides a crisis housing response for a cross target client group including young persons, individuals and families. Delivered at Moorabool and Hepburn offices at the Entry Point.
- Transitional Support for young people.
- Crisis and Transitional Support for Men with Accompanying Children. Delivered at Ballarat.
- Cross Target Crisis Support. Delivered at Moorabool and Hepburn.
- Cross Target Transitional Support. Delivered at Moorabool and Hepburn.
- A Place to Call Home. Delivered at Moorabool.
- Tenancy Plus
- Housing/Family Violence Case management.
- Tenant Advocacy and Advice Program (TAAP).

Networking, Promotion and Community Development

- Develop strong and supportive mutual relationships across Cafs and with other key stakeholders
- Develop and maintain strong and useful relationships with House Services stakeholders including Community Housing Providers, Department of Health & Human Services, Real estate agents and Transitional Housing providers.
- Promote Cafs programs to the wider community, in line with Cafs marketing, organisational and regional strategies
- Promote advocacy relevant to program/team areas and Cafs generally

Teamwork

- Establish and maintain strong professional working relationships with the Cafs leadership team and Cafs people
- Determine if and how you can change/adapt your behaviour to strengthen your team

Organisation

- Do not avoid, eliminate, or cover up mistakes and errors. Recognise them, call them, learn, correct, and improve each time.
 - Develop and maintain positive relationships by contributing intention, information, energy, access and/ or resources
 - Take responsibility for the space you share with others
 - Contribute towards successful communication across the organisation
 - Operate within required legislation, ISO and Cafs standards
-
- Act and encourage others to act, in a way that is aligned with Cafs vision, mission, values and guiding principles. You will work with respect, embrace collaboration, lead and foster innovation and act with integrity
 - Ensure teams and individuals demonstrate total commitment to Child Safety and child safety matters
 - Ensure team and individual adherence and commitment to the Cafs Code of Conduct and Cafs Child Safety Code of Conduct

Individual

- Undertake work and duties under limited direction
- Understand and commit to the purpose and objectives of the program/team
- Work to timeframes and within relevant delegations of authority
- Take responsibility for everything you do and say
- Actively engage in reflective practice and a culture of continuous learning and development
- Participate in operational supervision with your responsible manager and actively lead your own professional development in line with the organisational objectives and those set with your manager

Leadership

- Lead by example at all times
- Develop and engender processes that promote professionalism and enthusiasm in individuals and teams
- Build and maintain trusted partnerships and relationships across Cafs
- Build and maintain cohesive teams within allocated programs and across all other programs, teams and departments within Cafs as required

Health and Safety

- Display responsibility for self, team and environment
- Demonstrate positive approach to own safety and safety of others
- Ensure self and team adherence to Health, Safety and Environment practices, procedures, instructions and rules at all times holding teams/Cafs people accountable where these are not followed
- Ensure self and team compliance with all EO and legislative requirements through Cafs relevant policies and procedures holding teams/Cafs people accountable where policies and procedures are not followed
- Identify and report hazards, risks and incidents in a timely manner; identify patterns in reporting and assist with investigations for serious and repetitive matters

Quality and Continual Improvement

- Participate in change management and Quality and Continual Improvement processes, ensuring the development and implementation of documentation supports synergy in and across programs areas to meet legislation, standards, funding requirements and Cafs values to improve outcomes for Cafs people, client and service users
- Align continuous quality improvement and compliance frameworks to the preparation, communication, and execution of operating objectives, plans and programs
- Ensure Cafs Risk Management policies and procedures are managed within the workplace and community
- Provide an environment that encourages the identification of opportunities for improvement in Quality and Continual Improvement
- Adhere to Cafs policies and procedures at all times; reporting where policies and procedures are not followed

Working Conditions

Physical

This position is based at our Bacchus Marsh office. At times you may be required to travel and work from other sites which includes multi-storey buildings, single storey buildings and buildings not under Cafs control. The incumbent may be required to travel in company vehicles and public transport around the Central Highlands region and possibly Victoria to attend meetings, forums, professional development, *etc.*

Psychosocial

Cafs program areas deal with clients with traumatic backgrounds, including abuse, family violence *etc.* The incumbent needs to be resilient and able to recognise and administer self-care and be aware of and recognise when these are impacting on Cafs people.

Environmental

This position will be based at our Bacchus Marsh office, however, the successful candidate may be required to attend training, staff forums or other events not office based and across any Cafs locations or other sites from time to time.

Mandatory Requirements

Work within the ethos of Cafs as expressed in its Vision, Code of Conduct and Values and in accordance with legislative requirements, organisational policy/procedures and relevant standards of professional practice. Mandatory requirements before employment and to be maintained during employment are:

- Completion of relevant/required qualifications with originals sighted by authorised officers of Cafs
- An employment status Victorian Working with Children Check
- A National Police check (with no relevant disclosable outcomes)
- A signed International Police Declaration
- An International Police Check if required (with no relevant disclosable outcomes)
- A signed Cafs Code of Conduct

Acknowledgement

Please sign and date to acknowledge that you have read, understood and accept the contents of this Position Description.

Employee Name: _____

Employee Signature: _____

Date: _____