

POSITION DESCRIPTION

Role title: Initial Assessment & Planning Worker

Program:	Homeless Services
Employment Agreement:	Social, Community, Home Care & Disability Services Industry Award 2010
Classification level/salary range:	As per the <i>Social, Community Homecare &amp; Disability Services Industry Award 2010 Level 4.1</i> <i>Plus superannuation</i> <i>Plus excellent tax-free salary packaging options available</i>
Hours of Work:	38 hours per week – 1EFT
Tenure:	Ongoing
Location:	Mildura
Reports To:	Program Coordinator – IAP Mallee

Organisational Environment

**OUR CREDO**

Our **Purpose** guides our existence.

Our **Strategy** and Business Plans set out our targets and tactics to get there.

Our **Values** remind us of what is non-negotiable in our behaviours and approach.

Our **Credo** sets out the ‘why’ and ‘how’ of what we do. It defines our identity:

Our **Credo** defines our conscious, collective, collaborative, constant culture

Our **Credo** speaks to us now and into the future

Our **Credo** is not just what we do, it’s how we do it

Our **Credo** identifies our why and why not

Our **Credo** identifies what makes us unique

Our **Credo** differentiates us from a myriad of service providers and types

**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**



Haven; Home, Safe is the leading provider of integrated homelessness and housing services and Victoria's first registered affordable housing association. Haven; Home, Safe is a dynamic and rapidly growing organisation and the only fully integrated agency in Australia to provide both homelessness services and affordable housing. We are a Charity with DGR status, committed to the communities in which we operate.

We have a reputation for excellence and provide a range of innovative support programs and property and tenancy management solutions to some of the more vulnerable people across much of the state. Our current portfolio of 2000 properties houses over 5000 people.

### Position Context and Objectives

Haven; Home, Safe's Board has developed a 5-year strategic plan (2017-2022), which has been updated in March 2020 to include a focus on digital transformation in order to build internal capacity, improve data intelligence, and support innovation in service delivery to tenants and clients.

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

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

### The objectives of the position

- Provide Initial Assessment and Planning and immediate response to our Intake Clients.
- Provide Interim Response to those in need of short term case management.
- Entry Point workers match resources to the client's needs and prioritise clients for referral, provide emergency accommodation assistance, information, referral and support service to families and individuals who are homeless or experiencing housing crisis. The aim is to provide excellent administration and primary telephone assessment, referral and assistance services to our clients as they present to Haven; Home, Safe whether by telephone or presentation directly to the office. This is to be achieved through an immediate crisis response and short-term client directed case management model. The model will focus on the client's needs and goals and will assist with the development of flexible strategies in order to promote positive outcomes.
- Haven; Home, Safe is committed to maintaining the integrity of the communities in which it provides services and works co-operatively and proactively with local services.

### 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 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.
- To assist all callers to the seeking assistance whether client or customer related.
- Undertake crisis intervention and assessment of presenting clients whether in person or on the phone.
- To provide informal counselling in regards to 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 ensure that resource material is up to date and information relevant.
- 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 provide a high standard professional service which is accessible, relevant and responsive to the needs of service users and adheres to organizational values, policy and program guidelines.
- To collect and process data collection as required.
- To develop and maintain appropriate linkages with other relevant services and organizations and undertake conjoint work other agency staff as appropriate.
- To develop and work to a continuous skills development program. Including organizational training opportunities and methodologies that promote personal resilience, self-management and work place emotional intelligence.
- To ensure accurate, confidential and meaningful records on clients are appropriately kept within the global data system.
- To value our client's opinions and feedback by implementing and responding to client feedback and review processes.
- To understand and deliver HEF/ ER financial assistance as per the OoH, DSS guidelines and as per Haven; Home, Safe policy and procedure.
- Ensure that accurate and professional recording of client details, assistance provided (including Housing Establishment Fund and Emergency Relief fund money) in the Client Management Systems and other data systems as applicable.
- As a member of the team to assist in the development, coordination and maintenance of a professional remote area 1300 telephone assessment and referral service, out reaching to remote rural communities, individuals and industry staff.
- Other duties, functions and responsibilities as directed by Haven; Home, Safe.

#### Delegations, authority levels and decision making

This position reports to the Program Coordinator – IAP Mallee

#### Key Selection Criteria

##### **Qualifications, knowledge and experience**

- 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 a housing crisis.
- Ability to work affectively in a highly supportive, communicative, multi-skilled team environment to deliver quality client services.
- Exceptional customer service skills.
- 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 behaviors 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.

#### **Qualifications**

- A formal qualification in related disciplines such as Social Work, Welfare, Social Sciences or other relevant qualifications is desirable.
- Applicants without formal qualifications, having significant success and experience in a similar position are encouraged to apply.

#### **Personal Qualities**

- Display positive personal qualities that demonstrate HHS values, HHS Code of Conduct and reflect the Credo
- Exemplifies personal drive, displays resilience and demonstrates professionalism

### **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 Driver's License at all times.
- A commitment to and respect for Haven; Home, Safe's Credo, Values and Behaviours is expected.
- 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.
  - 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.
  - Participate in the development of a safe and healthy workplace.
  - 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.
- A sound working knowledge of computers and Microsoft office programs.
- All Haven; Home, Safe staff must participate in training, supervision and appraisal activities.
- This position requires occasional travel to HHS offices at Geelong and Mildura, and other office locations
- All Haven; Home, Safe staff are required to perform the Concierge function (on a rostered system)

### **Approval of Position Description**

#### **General Manager**

Name:  
Trevor Gibbs

Date: 13 October 2020



### Executive Director

Name:  
Trudi Ray

Date: 13 October 2020

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/careers/](http://www.havenhomesafe.org.au/careers/)

For any queries relating to this Position please email [hr@hhs.org.au](mailto:hr@hhs.org.au).

#### **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.

