



Supporting our community on all sides

# Homelessness Intervention Worker

<b>Position:</b>	Homelessness Intervention Worker
<b>Service:</b>	Hart 400
<b>Status:</b>	Permanent / Full time or part time
<b>Hours:</b>	Monday to Friday
<b>Responsible to:</b>	Coordinator HART 4000
<b>Classification:</b>	SCHCaDS AWARD 2010 Community Services Worker, Level 4
<b>Location:</b>	Fortitude Valley, Brisbane
<b>Scope:</b>	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.

## Organisational Profile

Communityfy Queensland is a multi-service organisation that provides a range of programs and activities for families and individuals in the community to enhance their quality of life. Our primary concern is the welfare and wellbeing of socially, physically, intellectually and emotionally disadvantaged and vulnerable people in our community.

We currently provide Aged Care Services, Day Respite, Childcare, Community Development, Community Education, Emergency Relief, Family and Individual Support, Home Assist Secure, Homelessness Intervention, Mental Health Services, Disability Services, Primary Health Network Services, Neighbourhood Centres, Partners in Recovery, Personal Helpers and Mentors, Social & Multicultural Support and Community Spaces. Communityfy Queensland is also a registered provider of National Disability Insurance Scheme [NDIS] Supports.

## Service Profile

Communityfy'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*

## 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 Communityfy 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 Communityfy'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 Communityfy 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 Communitify 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 Communitify 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 and 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 Community 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 Community 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.

Declaration - Please ensure one signed copy is returned to HR
<i>I agree that I have read and understand the Position Description detailed above.</i>
Print Name
Signature
Date