

Position description

Community Support Worker – STSH

Section A: position details

Position title:	Community Support Worker – Sustaining Tenancies in Supported Housing (STSH)
Employment Status	Full Time
Classification and Salary	CSD Level 2 from \$63,670 - \$68,264 per annum dependent on skills and experience
Location:	Neami Campbelltown, Sustaining Tenancies in Supported Housing Program
Hours:	Between Monday and Friday, 9:00am - 5:30pm
Contract details:	Maximum Term Contract until 30 June 2022

Organisational context

Neami National is a community-based recovery and rehabilitation service supporting people living with mental illness and psychiatric disability to improve their health, live independently and pursue a life based on their own strengths, values and goals.

We provide services in over 50 locations, ranging from the inner-city and suburbs to regional and remote parts of Australia.

Our vision is for full citizenship for all people living with a mental illness in Australian society. Our mission is to improve mental health and wellbeing in local communities across the country.

We believe that recovery is an individual process and that with the right kind of support everyone can live a life based on their own strengths, values and goals for the future.

We use an approach called the Collaborative Recovery Model (CRM) to support people through our services. The CRM assists individuals to identify their personal strengths and values, to set goals and then helps them make progress towards achieving them.

We are a smoke free organisation.

Service and Position overview

Neami National has been funded to deliver services to people residing in FACS Housing Properties whose tenancies are at risk or are at risk of receiving breaches against their tenancies. The Sustaining Tenancies in Supported Housing Program (STSH) is a time limited, focussed intervention aimed at assisting people to access appropriate supports to assist in maintaining their tenancies. Neami's STSH will be delivered in Partnership with Tharawal Aboriginal Corporation and will work in a joined up approach with Macarthur FACS Tenancy team to ensure that people entering the service receive a timely service response. The service will operate during office hours, five days per week.

STSH provides a broad range of tenancy support and facilitation to tenant of FACS Housing NSW within the South West Sydney District predominately tenants residing in the Macquarie Fields area. This role will be responsible for working in collaboration with tenants who have been identified by FACS Housing NSW staff at risk. The role will be responsible for working predominately with FACS Housing Staff, Tharawal Housing Aboriginal Corporation, Neami and external stakeholders to support tenants in sustaining their tenancy obligations. The key outcome of the role is to provide intense support to tenants of FACS Housing NSW for a period of 12 months by ensuring the tenant is able and equip with the skills and knowledge to be able to sustaining their tenancy obligation into the future.

Employment arrangements

Maximum Term Contract until 30 June 2022, subject to a 6-month probationary period (where applicable).

Accountability

The Community Support Worker is accountable to the Senior Practice Leader and the Service Manager.

Conditions of employment

The terms and conditions of employment will be in accordance with the Neami National Employment Agreement – Consumer Service Delivery Level 2: \$63,670 - \$68,264 per annum depending on skills and experience.

A number of benefits are available to staff, including generous salary packaging with rewarding NFP fringe benefit tax exemptions.

Core requirements prior to any offer, or commencement of employment:

Police check	Criminal record checks are mandatory for all new appointments. Neami National will cover the cost of an Australian check. Where a new employee has lived outside of Australia for 12 months or more within the last 10 years, the cost of an International check will be borne by the applicant.
Working with Children check	A valid NSW Working with Children check must be supplied by all new employees (employee responsibility).
Car licence	A valid Australian driver's licence (P plate or above) must be supplied by all new employees.
Right to work within Australia	You must maintain a right to work in Australia, in the position and location of employment during your employment with Neami. You must comply with all terms of any such grant of a right to work in Australia.

Section B: key responsibilities

Provide direct support to consumers within a transitional and home-based setting

- Engage clients and develop trusting and professional relationships
- Provide direct practical support and case management to consumers so that they gain/maintain a sense of safety and wellbeing
- Work to the principles that underpin the Collaborative Recovery Model (CRM) protocols.

- Recognise the specific needs of clients with complex and multiple needs such as those that impacted by significant mental health, domestic violence, drug and alcohol and antisocial behaviour as well as financial issues.
- Together with the consumer regularly monitor their progress towards their identified housing needs
- Work within a holistic framework taking into account the needs of consumers, family, carers and other members of the community and provide culturally appropriate service responses
- Work in collaboration with internal and external stakeholders to support clients in sustaining their tenancy obligations
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work
- Actively contribute as a team member in the delivery of the STSH program (monitoring workflow and reviewing key work priorities) with the aim to more effectively support consumers and promote the recovery model
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service
- Work within the parameters of Neami’s policies and procedures in addition to any professional codes of conduct as well as understanding the key policies and legislation requirements across the social housing sector
- Ensure incident and critical incident reporting occurs in accordance with guidelines

Participate fully as a team member

- Using the team approach to support work, cooperate closely with team members (including Tharawal and FACS staff working in the STSH program) in order to ensure continuity of care and provision of a comprehensive service to consumers
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with consumers
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future Working with community partners
- Seek to learn about the consumer’s interests, their connections with family and friends and work together with the consumer to build their capacity to be part of their community
- Involve carers, family and friends as identified by the consumer in the individual crisis respite plan
- Networking with Homeless Person Information Centre, Community Mental Health teams, Welfare teams in prisons and correctional facilities, local real estate agencies, local Aboriginal and CALD communities
- Cooperate and plan together with FACS Housing staff to ensure consumers can maintain their accommodation
- Cooperate and Plan together with Tharawal Staff and FACS Housing Staff to ensure smooth delivery of the program

Maintain records and resources

- Collect, collate and maintain data on consumer contact
- With team members collect information on community resources
- Regularly report to the Manager regarding achievement of work plan
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date

Section C: selection criteria

Creating diverse staff teams

The values, skills, attributes and commitment of our staff are key to our success and reputation as a national mental health service that provides high quality support services to people living with a mental illness.

We are strongly committed to further developing and diversifying our work force as part of our strategic directions.

We celebrate multidisciplinary teams and value the rich skills and experiences brought by applicants from a range of sectors and professional backgrounds.

Further depth is brought by those from diverse cultural backgrounds, Aboriginal staff, and those with lived experiences of mental illness and recovery, all of whom are strongly encouraged to apply for any roles that match their skills and interest.

The following competency criteria will inform our selection decision:

Adhering to principles and values

- Upholds ethical behaviour, consistent with values as characterised by honesty, fairness responsibility and hope
- Demonstrates integrity and credibility, and fosters open honest communication
- Demonstrates commitment to the organisation and its values and a belief in recovery and self-empowerment

Working with people and building relationships

- Adapts to the team and contributes to a positive team dynamic
- Listens, consults others and communicates proactively to address conflict
- Develops and openly communicates self-insight such as an awareness of own strengths and areas for development
- Clearly conveys opinions and information verbally
- Establishes respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Gains agreement and commitment from others by engaging and gaining respect
- Promotes ideas on behalf of self or others and supports others to self-advocate

- Manages conflict in a fair and transparent manner

Communicating and facilitating

- Speaks clearly, fluently and honestly to engender trust
- Demonstrates awareness of, and ability to regulate own emotional reactions
- Adapts communication style to meet the needs of others, and identifies changing needs within a group
- Engages a diverse range of people, and facilitates groups with skill and confidence
- Produces new ideas, approaches or insights when working with consumers
- Describes the stages of recovery to facilitate a consumer's understanding of the recovery journey
- Can creatively tailor group activities to engage and meet the needs of participants
- Uses self-disclosure in a purposeful, meaningful and safe way

Planning, organising and problem solving

- Manages time effectively
- Sources and organises resources required for a task
- Is accountable and proactive about reviewing progress and outcomes
- Appropriately follows instructions from others and understands and respects authority
- Exercises common sense in making judgments and seeks solutions to problems

Adapting and responding to change, and coping with challenges

- Adapts to changing circumstances and responds to the reactions and feedback of others
- Adapts interpersonal style to suit different people or situations
- Shows respect and sensitivity towards diversity
- Deals with ambiguity, making positive use of the opportunities it presents
- Puts appropriate boundaries around personal issues
- Maintains a hopeful and positive outlook even during challenging times at work
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it

In addition, you will need:

- Computer literacy
- Current Australian driver's license
- Previous experience in working within the homelessness sector, AOD and complex behaviours, and working with people exiting correctional facilities desirable.