

Description

Job Title:	Intensive Tenancy Support Officer
Ref No:	OP829
Portfolio & Program:	Housing Services
Reporting Relationship:	Coordinator, Tenancy Services
Classification:	Salaried
Date:	March 2021

Our vision: justice, respect and fullness of life for all. Our purpose: together we change lives.

Position Summary

To provide case management support to individuals and families with multiple and complex needs with the goal of maintaining the tenancy, including early intervention, crisis, post crisis, advocacy and activities in the form of individual or group sessions.

Key Result Areas and Responsibilities

Client Work

- Provide intensive support to individuals and families whose tenancy is at risk within the AnglicareSA Housing portfolio.
- In conjunction with Tenancy Services, assess needs and develop case plans outlining strategies for intervention with individuals and families whose tenancy is at high risk of being terminated.
- Lead or participate in case conferences to coordinate multidisciplinary/multi-agency support/response to tenants' needs and goals.
- Provide a flexible and innovative range of interventions to individuals and families, including information about their rights and responsibilities as tenants, including further housing options, advocacy, crisis, post crisis intervention and support to strengthen their abilities to sustain appropriate and affordable accommodation.
- Utilise empowerment principles and strengths based approaches in community development settings to enable clients, through the provision of information, knowledge and support to enhance their life and living skills.
- Deliver engaging and relevant activities and group programs to assist clients to enhance their life and living skills to ensure they sustain housing.
- Manage a range of caseloads ensuring high standards and quality of work is aligned with case management framework to deliver and achieve tenant outcomes.
- Work with tenants to improve property condition, work with tenants following neighbour complaints or assist with financial counselling referrals to ensure possible breaches of tenancy do not eventuate into termination.

Administration

- Accurately record client information, program outputs and outcomes in a timely and accurate manner
- Provide timely and accurate written reports including qualitative and quantitative data on tenant cases as directed
- Report all incidents and hazards in a timely and efficient manner to mitigate risk and ensure relevant persons are notified

Professional Standards/Education

- Develop a sound knowledge of services and network with other AnglicareSA programs, and those offered locally and state wide.
- Actively and regularly update knowledge of relevant policies, procedures and legislation, including but not limited to the Child Protection Act and the various Child Protection authorities, policies and procedures.
- Contribute to the knowledge of the team, to best practice development and to assisting colleagues to achieve good outcomes for their tenants.

Continuous Improvement

- Participate in and contribute, in a positive manner, to quality improvement of programs and other organisational activities to meet service and accreditation standards.
- Keep up to date with and adhere to all relevant internal and external policies and procedures that relate to this position.
- Identify new directions and strategies for more effective and efficient service delivery, within an integrated services context.

Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events.
- Assist in the evaluation of hazards and immediately report any accidents or near misses.

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
- Be physically and mentally capable and report to work in a fit state to perform all duties.
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities.
- Have evidence of my right to work in Australia
- Have and maintain a current driver's licence and a certified roadworthy vehicle that is registered and has minimum third party insurance. In return, you will receive a mileage reimbursement.
- Have a mandatory requirement to report any suspicion of abuse or neglect of children or young people to the Department of Education and Child Development (DECD), Child Abuse Report Line (CARL) as required by the South Australian Child Protection Legislation.

- National Police History Check
- Willing to work at other sites as required
- Out of hours guidance and attendance may be required
- Working With Children Check (WWCC)

Direct Reports: Nil

Working Relationships: Housing SA, Families SA, Mental Health Services, Department of Education and Child Development, Department of Communities and Social Inclusion, Local councils and various industry sector services

Knowledge, Skills and Abilities

Qualifications

- Tertiary education in community services or other relevant discipline or demonstrable experience in related field/sector

Skills and Abilities

- Demonstrable experience working and communicating with clients with multiple and complex needs including skills in case planning and complex case management
- Proven experience and knowledge in case management framework including assessment, reporting, planning, referral and advocacy
- Previous knowledge of Residential Tenancies Act 1995
- Sensitivity to the needs of people from a diverse range of experience and cultural backgrounds
- Demonstrable ability to form effective relationships working collaboratively with a range of clients, other service providers and community agencies, in a variety of settings
- Proven ability to work both autonomously and as part of a team environment
- Proven ability to set priorities and manage high volume workloads and strict deadlines
- Proven ability to be flexible, solution focused with the capacity to value diversity and difference using a range of models and approaches.
- Proven ability to develop, promote and facilitate case conferences, groups / forums and facilitate linkages with formal and informal supports.
- Proven ability to build constructive relationships, work in partnership and manage conflict with colleagues, community members, key stakeholders and local service providers.
- Proven ability to develop and work towards common goals while valuing other's perspectives and opinions and to give and receive constructive feedback.
- Demonstrated understanding of social justice principles, housing and homelessness.
- Proven ability to develop and effectively implement feedback, evaluation mechanisms and formal and informal debriefing processes which involve key stakeholders.
- WH&S knowledge and skills suitable for the position.
- Work within a team environment in accordance with AnglicareSA values.

Approval and Acknowledgement

Job holder Signature: Date

Print Job holder Name:

Executive General Manager, Housing Services:

Date: