



POSITION TITLE:	Housing Support and Linkages Worker
POSITION NUMBER:	CS038
POSITION LOCATION:	Warrnambool
CLASSIFICATION:	SCHADS Level 3 - 4 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
TEAM /DIVISION:	Housing Support & Linkages Programs – Child and Family Services Division
EMPLOYMENT CHECKS:	Current National Police Check and Working with Children Check

OUR ORGANISATION

Brophy Family and Youth Services is a quality accredited not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland, Hamilton and Colac.

Brophy Family and Youth Services actively values and promotes diversity in our community and affirms our commitment to always be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQ+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities).

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

DIVISION AND PROGRAM OVERVIEW

The Family & Individual Support Services Division incorporates Child FIRST and Integrated Family Services, Housing and Support Linkages, No Interest Loan Scheme (NILS) and Family Violence Programs. These four teams deliver 18 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable families and individuals to enable them to self- manage and be the best they can be. A number of key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Gender and Trauma Informed practice, Duluth model of Men's Behaviour Change Program, Safe and Together Principles, Motivational Interviewing and task focussed interventions.

PRIMARY PURPOSE OF ROLE

The Housing Support and Linkages (HSL) team work primarily with adults over 25yrs of age. Rough Sleeping, Community Reconnections, SAVVI and Tenancy Plus programs are delivered within the HSL role. Programs are delivered across the region and use various interventions that support adults, families and people with disabilities.

The incumbent will be required to provide case management, short term or crisis intervention support to adults who are rough sleeping, or are at risk of homelessness. Programs delivered also support adults and families on low incomes, that live in Social/Public Housing properties or adults that reside in a local Supported Residential Service. The incumbent will be tasked with working across varied roles and will be proactively engaging, assessing and linking people in with appropriate services. The role may include participation in a multi-disciplinary team within the Rough Sleeping program. The role also includes supporting Brophy in the delivery of Friday Feed Community Meals project.

The role involves working to connect services to wrap around clients through developing immediate access points and referrals into housing, mental health, alcohol and drug treatment, family violence, disability, income and primary health services. Some HSL programs provide flexible brokerage to ensure immediate supports are available to people to overcome crisis.

Improvement of the health and support needs of people who are homeless, those who live in insecure low-cost accommodation or pension level supported accommodation are key components of this role.

In this role, the incumbent is expected to have a sound knowledge of the principles and processes of relevant legislation pertaining to adults, families and youth. Experience working with people with disabilities would be advantageous.

In summary, dependent on program requirements, the key interventions required of a HSL worker include:

- Assertive outreach
- Key worker engagement
- Supporting people to identify unmet health and social needs and work with them to obtain supports.
- Participation on a multi-disciplinary team
- Support delivery of the Friday Feed project
- Brief interventions
- Case coordination and referral pathways
- Using flexible brokerage to overcome a crisis
- Outcomes Star
- Result Based Accountability

This position is required to establish appropriate community contacts and develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.

ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES

The Housing Support and Linkages programs involve partnerships between Brophy Family and Youth Services, Gunditjmara Aboriginal Cooperative, Southwest Health Care – Mental Health Services and Western Region Alcohol and Drug Centre. Workers from Gunditjmara, South West Mental Health and WRAD may, at times, be co-located within the team to offer support and secondary consults.

The Housing Support and Linkages worker will ensure that the client group have increased access to mainstream and specialist services in order to maintain, or improve, their wellbeing and quality of life.

These are:

- Engaging and actively linking clients into existing mainstream and specialist services.
- Assisting service providers to develop organisational and service delivery characteristics which are supportive of the client group.
- Focus on complex service requirements such as mental health and drug and alcohol services through a multi-disciplinary approach
- Assisting Social and Public Housing tenants to maintain their tenancy
- Develop and maintain professional working relationships with a broad range of stakeholders and funding partners in the provision of the program's services to achieve improved outcomes for clients.
- SAVVI Program
 - Work with residents, proprietors and staff of Themar Heights, Warrnambool, as well as family members and other service providers to identify unmet health and social needs;
 - Actively seek to engage residents in a range of social and lifestyle activities of their choice;
 - Use capacity-building techniques, such as coaching, mentoring and information sharing, to build proprietor skills and knowledge to support residents and to build residents' confidence and independence; and implement strategies to strengthen relationships between the SRS and local services, for example developing referral protocols and case conferences;

This position is based at our Warrnambool site, and provides outreach to the Portland and Hamilton areas. The role also requires working closely with the Team Leader of Housing Support and Linkages.

This role requires the ability to make sound decisions, in some instances in crisis or stressful situations, whilst maintaining confidentiality and professional boundaries. The role is required to work autonomously and as part of a team, maintain accurate records, and is expected to actively participate in and contribute to program service planning along with all annual improvement activities to achieve organisational outcomes.

As this position regularly engages with other agencies, the Housing Support and Linkages worker must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region.

REPORTS TO

The position reports to and is supervised by the Team Leader, Housing Support and Linkages.

KEY RESPONSIBILITIES

Personal and Professional

- Demonstrate a capacity to work in crisis and stressful situations.
- Demonstrate a commitment to ongoing skill development and training relevant to the role both personally and professionally.
- Participate in supervision, secondary consultation within scope of practice and professional development as negotiated with Line Manager.
- Participate actively in team meetings, team planning days and agency activities to ensure an integrated approach to service delivery.
- Participate in all core training designated by the Community of Practice to ensure integrity of the agreed model of service delivery.

Technical Skills

- Exhibit appropriate advocacy for all client groups.
- Demonstrate a working knowledge of the practice frameworks of trauma informed models of care, family therapy, assertive outreach and strength based models of intervention.
- Support families and individuals utilising a variety of interventions such as solution focused and task centred models, trauma informed, skills development, mediation and practical and social support.
- Express a working knowledge of case management principles and practices as they apply to individuals, their families and the broader service delivery system.
- Demonstrate an understanding of the issues facing people who are homeless or those in social or public housing.
- Provide a case work response to address tenancies at risk, establishing successful tenancies and providing longer-term support where this intervention has been identified as necessary to support tenants.
- Demonstrate a working knowledge of the practice frameworks within strength-based models of intervention;
 - Demonstrate an understanding of the issues facing people who are residents of pension level Supported Residential Services (SRS);
 - Participate in the community development and educational aspects related to the program;
 - Engage with adults using a variety of engagement strategies such as assertive engagement, outreach, persistence and pacing;
- Engage with adults, families and youth using a variety of engagement strategies such as proactive assertive engagement, outreach, persistence and pacing as well as providing client centred and outcome based support.
- Undertake case management including intake, assessment, case/care planning, case coordination, key worker role, brief interventions, supported referrals, action plans, case reviews and case closure.
- Establish, facilitate and maintain action plans and outcome star plans for adults and families.
- Provide advocacy and support for those that are unable to advocate on their own behalf and require assistance.
- Capacity to work in close partnership with local housing offices, other housing and support providers, Gunditjmara Aboriginal Cooperative, Southwest Health Care – Mental Health Services and Western Region Alcohol and Drug Centre and local government and departmental funded public tenant groups.
- Participate in the community development and educational aspects related to the programs.
- Participate in agency working groups and special projects such as Friday Feed.

- Ensure you have access to and comply with legislation, standards, policies, practices and procedures relevant to the program area.
- Ensure a professional standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

Customer Service

- Display an awareness of the needs of clients from indigenous and culturally and linguistically diverse backgrounds.
- Develop and maintain strong working relationships with key stakeholders such as funding bodies, Victorian tenancy Union and other service providers across the region.
- Preserve confidentiality on all issues relating to Brophy Family and Youth Services.
- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

Continuous Quality Improvement

- Seek regular consumer feedback regarding the effectiveness of the programs services as part of BFYS Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to BFYS quality improvement processes and other activities to meet service and accreditation standards.

Team Work and Communication

- Support a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

Administration and Documentation

- Appropriately utilise program brokerage and expenditure documentation
- Ensure the timely and accurate completion of incident reports.
- Write reports and assessments ensuring best practice and professional standards for written correspondence are adhered to.
- Display a knowledge base that ensures all practices concerning personal information complies with Privacy Legislation and Health Records Act.
- Participate in the Family & Individual Support Programs annual quality improvement activities as specified.
- Take responsibility for accurate, confidential and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.

- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

GENERAL RESPONSIBILITIES

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Actively participate in all required supervision, annual performance management process, professional development and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems
- Participation in the development of consumer's participation activities within your program and Brophy.
- Demonstrate and commit to Brophy's organisational values and model these on a daily basis.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

KEY SELECTION CRITERIA

Qualifications:

- A minimum qualification of a sector recognised and accredited Diploma in Youth Work, Social or Welfare Work or equivalent. (Qualifications must be approved by recognised professional bodies: i.e. AASW, Community Services Council, APS etc.)
- A current Drivers Licence.

Experience, Skills and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrate a sound understanding of issues confronting disadvantaged youth, adults and their families, particularly clients who are not engaged with any other services.
- Demonstrate a strong knowledge of the link between trauma and homelessness.
- Demonstrate a working knowledge of case management, practice frameworks and models relevant to working in the homelessness sector.
- Experience or understanding of working with people with disabilities.
- Ability to make timely, sound decisions and assessments regarding adults and families, particularly under pressure.
- Capacity to engage with adults, families and youth who are currently homeless or at risk of homelessness, or at risk of losing their tenancy as well as a demonstrated understanding of working with clients not linked in with other services or agencies.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Demonstrate a sound understanding of issues confronting disadvantaged adults and their families, particularly clients who are not engaged with any other services;

- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases and case file noting.

AUTHORISED BY

NAME: Donna Wynters
POSITION: Executive Manager – Family and Individual Support Services Division
DATE: June 2021

ACCEPTED BY INCUMBENT

NAME: _____
SIGNED: _____
DATE: ____/____/____