

Position Description	
Position Title:	IAP Worker
Status	Permanent, Part time position and Casual positions available
Primary location	Werribee
Date PD Adopted:	November 2020
PD Review Date:	November 2023

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing and owners corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison also assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

Vision

Communities that thrive.

Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Organisation values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work in line with our Values:

- People:** We put the customer at the heart of what we do, we value each other and welcome diversity
- Respect** We are respectful of all and welcome open and honest discussion
- Positivity** We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions
- Accountability** We do what we say we will do

Position Objectives

- Assist individuals and families in housing crisis as a result of homelessness or impending homelessness to achieve positive outcomes in their pursuit to establish and/or maintain appropriate, secure and sustainable housing through the provision of information and referral service, follow up and financial support where required
- Collect relevant client and service delivery data as required, and update and maintain relevant databases and files promptly and accurately
- Actively participate in and contribute to the organisation's continuous quality improvement program for organisation and service development, review and planning.

THE SERVICE – Initial Assessment & Planning

The IAP Service is the first point of contact for people who are homeless or at risk of homelessness in Western Melbourne. The service is a busy, high demand service and provides: housing information and assessment of housing and support needs; assistance with accessing crisis, transitional and long term housing; advice and assistance with applying for early housing through the Office of Housing; referrals to housing, support and other services; and advocacy.

Key Accountabilities

Direct Service

Provide a responsive and direct service to people including the following tasks:

- Interviewing and assessment of housing and support needs
- Active referral to appropriate housing, health, support and material aid services
- Assist clients to secure and/or maintain crisis, transitional, social or private rental accommodation
- Assist clients with applications for priority access to social housing via the Victorian Housing register
- Assessment of eligibility for a provision of Housing Establishment Funds and facilitation of access to other programs of financial assistance.
- Collaboration with Support Agencies
- Housing advice and information
- Assistance and support to access services to address health and legal issues
- Advocacy/liaison, including:
 - Advocacy with real estate agents/landlords regarding private rental
 - Advocacy and liaison with Centrelink to assist clients with related matters
 - Assist Clients with making appointments
 - Assist Clients to search and apply for private rental properties
- Risk assessment and safety planning
- Prioritisation
- Work at both our Access Points currently based in Seddon and Werribee as needed

Liaison & Networking

Each Unison IAP Worker will be required to establish, develop and maintain positive working relationships with:

- Other Unison staff
- Support services who work in collaboration with Unison

- Relevant Government agencies

Service Development

Each Unison IAP Worker will be required to participate positively and constructively in:

- The development of Unison services, policies, practices and procedures.
- Service evaluation and ongoing monitoring of client outcomes
- The development and implementation of a Quality Improvement Program
- The development and implementation of Unison's activities

Key Selection Criteria

Qualifications & Experience	<ul style="list-style-type: none"> • Tackling Homelessness – Demonstrated skills and experience in the direct provision of homelessness, community housing or related support services • Relevant tertiary qualification such as Social Work; Youth Work; Psychology or similar • Demonstrated experience and skills in working effectively and sensitivity with a broad range of clients, including those with high support needs and behaviours • A demonstrated ability to assist people in housing crisis and / or on a low income, with housing outcomes
Personal Qualities	<ul style="list-style-type: none"> • A demonstrated commitment to the empowerment of clients, equality and social justice • Commitment to inclusion, and diversity • Ability to show initiative, problem solve and work autonomously • A high-level energy, flexibility and resourcefulness. • Positive approach to team-work
Knowledge and skills	<ul style="list-style-type: none"> • Good communication and customer service skills in a crisis setting to both clients and other agencies. • Well-developed computer skills – word processing, excel, data-bases • A demonstrated commitment to work within the organisations core values
Workplace Health and Safety	<ul style="list-style-type: none"> • Ensure that Unison's Occupational Health and Safety Policy and Procedures are continually observed and complied with. • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison's OHS Frameworks. • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical.
Safety screening	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check and Working with Children Check.

- Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Physical Inherent Requirements

Office Duties	<ul style="list-style-type: none"> • Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. • General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.
Driving	<ul style="list-style-type: none"> • Full Victorian Drivers Licence preferred to drive private or Unison owned vehicles.
Work Environment	<ul style="list-style-type: none"> • May be required to work from different sites, including offsite facilities. • Exposure to varied weather conditions.
Lifting and Carrying	<ul style="list-style-type: none"> • Infrequent lifting and carrying of items up to 5kgs.
Bending and Reaching	<ul style="list-style-type: none"> • Required to occasionally bend and reach.

Organisational Relationships

Accountable to	<ul style="list-style-type: none"> • Team Leader IAP
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • Not required
Internal Liaisons	<ul style="list-style-type: none"> • IAP team, Management Team, other internal staff, including Corporate Services
External Liaisons	<ul style="list-style-type: none"> • Real Estate agents, Local governments • Support Agencies