

Position Description	
<b>Position</b>	Homeless and Community Support Worker:
<b>Position Number</b>	P0880 (iChris)
<b>Status</b>	1.0 EFT – Negotiable – Ongoing
<b>Network</b>	Services
<b>Agreement</b>	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement
<b>Classification</b>	Class 2, Year (dependant on experience).
<b>Reports to</b>	Program Facilitator – Homeless Health & Support Services

cohealth is one of Australia's largest community health organisations delivering a range of health and support services across Melbourne's CBD, northern and western suburbs.

Our mission is to strengthen community and make a difference to the lives and wellbeing of people, particularly of those who experience stigma and the risk of marginalisation. We create impact through a powerful combination of advocacy, innovation in service delivery, and partnership with consumers, communities and other stakeholders.

Our work is informed by human rights-based principles including participation, accountability, non-discrimination, empowerment and the practice of human rights standards. We require all employees to perform in a way that is in line with these principles and we strive to have a workforce that is reflective of the community we provide services to.

We celebrate difference and welcome people of all cultural backgrounds, faiths, genders, sexualities and abilities.

Position Overview & Purpose	
<p>This position sits within the AOD and Homelessness Cluster within the Inner North Harm Reduction program. The Cluster delivers value-based care through codesign and by developing the capacity and capability for teams to work to the top of their scope of practice and in self-organising ways.</p>	
<p>The AOD and Homelessness Cluster aims to improve the health, wellbeing, housing and social outcomes of people who use alcohol and other drugs and/or those experiencing homelessness in the Inner North West of Melbourne. The Cluster delivers a human rights approach to health care which reduces harms, is trauma informed, consumer directed, holistic, recovery and strengths based.</p>	
<p>The Homeless Health and Support Service, which include both Community Support and Allied Health services are based at sites in the Inner North and Western Metropolitan regions of Melbourne. The sites consist of multiple programs including Community Mental Health, AOD and Allied Health Professionals ensuring greater access for clients of the program to the services they require.</p>	
<p>The Homeless &amp; Community Support Worker is a diverse role that aims to provide support to people who are facing issues of homelessness including those at risk of</p>	

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homelessness and/or living in inappropriate accommodation such as rooming houses and caravan parks.

The position also provides support to people facing significant barriers to accessing services so that they feel confident in and supported by the service system. The support provided to the client group via this position will include intake & assessment, interim response and casework, both site-based and through the assertive outreach activities.

### Key Accountabilities

- Maintain knowledge, skills, qualifications, accreditations and registrations through participation in professional development activities;
- Carry out duties in a manner that does not adversely affect their own health and safety, or others by reporting all incidents, injuries, near misses, or potentially hazardous conditions as well as cooperating with any measures introduced in the workplace to improve Work Health & Safety (WHS);
- Establish and maintain links with other key local agencies, local community and provide secondary consultations as required.
- Develop and implement client-directed, strengths based individual client care plans and service packages.
- Work collaboratively with clients and the EAPSS team to conduct comprehensive assessments, identifying needs, aspirations and goals of clients.
- Link individuals into appropriate ongoing community services, including mental health services, social support services and health services.
- Support individuals with their transition from emergency accommodation into longer term secure, stable and affordable housing.
- Support individuals to improve their daily living skills via a client centred goal directed approach.
- Provide outreach support and access to essential requirements such as suitable food, medication, hygiene products, cleaning products and Personal Protective Equipment (PPE) to individuals in emergency accommodation.
- Maintain accurate client records and fulfil organisational reporting requirements.
- Participate in Professional Development and organisational Quality Assurance activities.
- Assist in the supervision and induction of students or junior or other team members.
- Work cooperatively with colleagues and at the direction of cohealth senior workers and supervisors.
- Respond to challenging behaviour calmly and assertively using a trauma informed framework and in line with cohealth policies and procedures.
- Contribute to whole of organisation initiatives to deliver cohealth's strategic directions and commitment to values-based care, co-design and community engagement.

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- Ensure ethical, responsive and professional goal directed client focussed services are provided.
- To maintain and model respectful communication, ethical conduct, positive and compassionate behaviour at all times.
- Understand and participate in professional development and quality improvement activities consistent with cohealth policies and procedures including;
- Undertake all required training with respect to Infection Control and in the correct use of PPE.
- Comply and adhere to all cohealth practice frameworks, policies and procedures including code of conduct and values;
- Undertake special projects or tasks as required; and
- Perform all other duties as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness.

### Position Requirements

- The ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- The ability to engage with service users in a warm, non-judgemental manner, demonstrates a strong customer service focussed approach.
- Promotes collective achievement, contributes to the development and achievement of group objectives, is respectful, actively listens to and seeks out opinions and ideas from others.
- Demonstrates self-awareness and the ability to self-regulate, role models a positive outlook even during challenging times.
- Working with Children's Check (WWCC).
- Victoria Police Check.
- Current Victorian Driver's License.
- Consent to participate in the Disability Exclusion Scheme.

### Key Selection Criteria

- A relevant tertiary qualification such as Social Work or equivalent experience in the housing, mental health, disability or welfare sectors.
- Demonstrated experience in working with clients who have a history of homelessness and multiple and complex needs, as well as a sound understanding of the key issues affecting people experiencing homelessness.
- An understanding of the Social Determinates of Health and Trauma Informed Care Practices.
- An understanding of the principles of case management including care planning, comprehensive assessment, intake, advocacy and referral.
- An ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.

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- Demonstrated interpersonal skills, including conflict resolution and negotiation and the ability to communicate effectively with people from diverse social and cultural backgrounds.
- Proven organisational skills with an ability to work autonomously and as a part of a team and an ability to manage varied high priority tasks within limited time frames.
- Excellent verbal and written communication skills.
- Good time management and organisational skills, ability to work independently and within a multi-disciplinary team, which includes people with a lived experience.

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