

Position Description	
Position	Homelessness to a Home (H2H) Homeless and Community Support Worker – North & South,
Position Number	PXXXX (iChris)
Status	Full Time, Fixed term (TF)
Network	Services Network
Agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Classification	Level 4, pay point dependant on experience
Reports to	Specialist Team Support Homelessness to Homes program

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 Homeless Health & Support Services 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 & South 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 Homelessness to a Home (H2H) initiative is an opportunity to make a significant, lasting impact on homelessness and rough sleeping in Victoria. Following Housing First principles, the program will support consumers currently staying in purchased emergency accommodation to exit into affordable housing. In partnership with Launch Housing and other agencies, case management support will use multi-disciplinary, assertive, integrated and flexible approaches which addresses immediate crisis support needs, through to longer term support to establish safe and affordable long-term housing.</p>

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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);
- Assist clients to access, transition and establish suitable longer-term housing options by providing assertive outreach-based case management support to individual clients. The support will include comprehensive assessment, developing and reviewing individual strength-based care plans, referral, co-ordinating case conferences, maintaining client records and participating in case discussions;
- Build relationships and work collaboratively with specialist services to provide a coordinated response to improve clients physical and mental health and wellbeing;
- Advocate on behalf of clients with other agencies to ensure access and delivery of services;
- Maintain client files and records in accordance with program procedures on a computer case management software system;
- Develop and maintain working relationships with key local and internal stakeholders;
- Participate in regular line management supervision, practice supervision, coaching and practice reflection groups;
- Comply and adhere to all cohealth 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

- Working with Children's Check (WWCC)
- Victoria Police Check
- Participation in the Disability Exclusion Scheme
- Current Victorian Driver's License

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Key Selection Criteria

- A relevant tertiary qualification in Social Work or equivalent qualification and experience in the housing, mental health, disability or welfare sectors.
- Relevant professional and/or lived experience as well as a sound understanding of the key issues affecting people experiencing homelessness.
- A detailed understanding of the Social Determinates of Health and Trauma Informed Care Practices.
- Case management skills including care planning, comprehensive assessment, intake, advocacy and referral with clients who have a history of homelessness and multiple and complex needs.
- Demonstrated experience in undertaking, supporting and coordinating assertive outreach and group activities.
- An ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- High level interpersonal skills and ability to support others with day-to-day problem solving.
- 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.

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