

## Position Description

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| <b>Position:</b>                | Case Worker – Keys to Early Intervention in Homelessness Service (KEIHS)                             |
| <b>Reports to:</b>              | Manager – Sunshine Coast<br>Coordinator - Keys to Early Intervention in Homelessness Service (KEIHS) |
| <b>Award:</b>                   | Social, Community, Home Care and Disability Services<br>Industry Award (SCHCADS Award)               |
| <b>Position Classification:</b> | Level 4  |

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Kyabra Community Association Inc. provides strengths based integrated responses to people in our community. Service work involves partnership with individuals and families to identify goals, develop strategies and evaluate outcomes.

This may involve a range of activities/functions including: Assessment, Advocacy, Interpersonal Support Work, Co-ordination, Case Management, Community Development and other such responses that facilitate the achievement of specified goals.

The KEIHS worker will ensure that the most appropriate and effective early intervention services are provided to people who are at risk of homelessness within the communities where KEIHS is co-located with host agencies. This can be facilitated by providing case-work support to a range of individuals, families to support aspirations, growth and change within a strengths based approach.

This may include support and advocacy through the systems which significantly impacts on individual and family lives, such as; domestic violence; child protection; income support; housing; mental health and healthcare; disability; education and legal, parenting and early years.

The position involves both centre based and outreach functions involving coordinated work with a range of agency, community and staff resources.

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## Organisational Expectations

- To work within the Vision and Values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and with all organisational policies and procedures.
- To be involved in actively evaluating and critiquing practice at an individual, team and organisational level.
- To strive for ongoing improvement in all areas of activity.
- To participate in performance reviews and the development of individual learning plans on request.
- To participate in professional development training opportunities.
- To develop and implement strengths-based, individualised approaches to families and individuals and to work as part of a team with key stakeholders.
- To ensure that processes facilitate the maximum involvement of families and individuals in decisions that affect their lives.
- To maintain documentation in the appropriate systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.
- To be involved in the development of operational plans in the service consistent with agency and service philosophy and in line with service agreements with funding bodies.

- To fulfil all reporting and administrative requirements in conjunction with the Manager.

### Role Responsibilities

- To maintain a case-load of individuals and families within a case management approach and across a range of complex issues to support the sustaining of a tenancy.
- Assist people accessing the service to achieve the goals that they have identified in an individual support plan, including linkages to formal and informal supports and services required.
- To work in partnership with communities to enhance the capacity, knowledge and expertise to identify and respond to people who are at risk of becoming homeless for people to achieve social inclusion and full participation in society.
- To work within the Residential Tenancy Act and other relevant human service legislation to ensure that individuals and families have access to appropriate and accurate information with regard to the issues that affect their lives.
- To work closely with other Kyabra staff and host providers in order to ensure the best possible outcomes for individuals and families.
- To act as an advocate both internally and externally for individuals and their families
- To engage in short term solution focussed work with individuals and families where applicable.

### Key Selection Criteria

#### Essential

1. Bachelor Degree in Social Work/Human Services or similar field is essential.
2. Knowledge of the Residential Tenancy Act.
3. Experience in a case management approach.
4. Understanding of and commitment to the principles of social justice.
5. Demonstrated capacity to work in ways that focus on people's strengths.
6. A demonstrated ability to work as a member of a team.
7. Well-developed interpersonal and organisational skills.
8. A current driver's licence.
9. Demonstrated knowledge and/or experience in working in the community sector in one or more of the following areas: assessment/case management, housing/homelessness, domestic violence, mental health, individual/family support.
10. Fully vaccinated against Covid-19.

#### Desirable

11. Knowledge of broader referral networks, or the ability to rapidly acquire same.

### Positions under direction supervision

None

### Relates to

- Staff and volunteers
- Executive Board members
- Families and individuals
- Other service providers/community organisations

## Other Information

### Criminal History Check

The successful applicant will be required to apply for a Personal/Criminal History Check. We are legally obliged to warn you that it is an offence for a disqualified person to sign a blue card application form.

### Hours of Work

A fulltime position at Kyabra is 38 hours per week. Staff members work flexible hours to meet the requirements of the position, including some evening and weekend work.

### Equal Opportunity Employer

Kyabra is an inclusive workplace and an equal opportunity employer. Aboriginal and Torres Strait Island people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged to apply.

**Signed:**

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(employee)

\_\_\_\_\_  
(supervisor)

\_\_\_\_\_  
(date)