

## POSITION DESCRIPTION

<b>Position Title</b>	Community Support Worker
<b>Reporting To</b>	Service Manager
<b>Employment Status</b>	Full Time, Permanent
<b>Classification</b>	Consumer Service Delivery Level 2
<b>Team/Service</b>	Penrith - Sustaining Tenancies in Social Housing Program (STSH)
<b>Direct Reports</b>	Not Applicable
<b>Date</b>	June 2022

### PROGRAM OVERVIEW

The STSH Program is an initiative under the NSW Homelessness Strategy 2018-2022. The initiative is funded until 30 June 2022. The objectives of the STSH program are to enhance local service system capacity to support new or existing at risk tenancies in order to:

- Sustain tenancies by avoiding and/or reducing tenancy breaches over a 12 month support period;
- Prevent homelessness that has occurred following a failed social housing tenancy;
- Increase participants' social connection to improve overall wellbeing;
- Enhance tenant/household member capacity to manage their tenancies independently beyond the 12-month support period; and
- Reduce the resource and expenditure impost on DCJ, LAHC and other NSW government-funded agencies resulting from tenancy failure.

### POSITION OVERVIEW

The key responsibilities of this role will be to work with all referrals received by DCJ and quickly and assertively engage individuals in the program. Where possible joined up initial appointments will occur with Neami staff and DCJ housing staff. Case plans will be developed focusing on the key referral reason in the first instance with the goal to support the tenant to sustain a tenancy for at least 12 months. The DCJ definition of a sustained tenancy is:

- no NCAT action for rental arrears;
- no strikes for antisocial behaviour; and
- no NCAT action for property damage

Once support around the primary referral issue has been established, more thorough holistic case planning will be conducted. CSW's in the program will have their own case load of consumers and will be responsible for coordinating their time effectively to ensure all participants are adequately supported.

## THE POSITION

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### ***Key position Responsibilities, Duties and Accountabilities***

- Engage clients and develop trusting and professional relationships
- Provide direct practical support and case management to consumers so that they gain/maintain a sense of safety and wellbeing
- Work to the principles that underpin the Collaborative Recovery Model (CRM) protocols.
- Recognise the specific needs of clients with complex and multiple needs such as those impacted by significant mental health, domestic violence, drug and alcohol and antisocial behaviour as well as financial issues.
- Develop a care plan with the clients based on the initial referral focus area to ensure tenancy sustainability.
- Together with the client regularly monitor their progress towards their identified housing needs
- Work within a holistic framework taking into account the needs of client, family, carers and other members of the community and provide culturally appropriate service responses
- Work in collaboration with internal and external stakeholders to support clients in sustaining their tenancy obligations
- Follow all OH&S procedures to ensure safe work practices especially in the area of safety in outreach work
- Actively contribute as a team member in the delivery of the STSH program (monitoring workflow and reviewing key work priorities) with the aim to more effectively support clients and promote the recovery model
- Participate in the regular collection of service data which can then be used to evaluate outcomes and assist with the continuous improvement of the service
- Work within the parameters of Neami's policies and procedures in addition to any professional codes of conduct as well as understanding the key policies and legislation requirements across the social housing sector
- Ensure incident and critical incident reporting occurs in accordance with guidelines
- Using the team approach to support work, cooperate closely with team members (including DCJ staff working in the STSH program) in order to ensure continuity of care and provision of a comprehensive service to clients
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Assist the team to further develop best practice, review and develop policies, and project submissions
- Assist the team to regularly evaluate the effectiveness of the service in consultation with Client
- Support Neami National efforts in reducing our impact on the environment and work towards a sustainable future working with community partners
- Seek to learn about the client's interests, their connections with family and friends and work
- together with the client to build their capacity to be part of their community
- Involve carers, family and friends as identified by the client in the individual care plan
- Networking with Community Mental Health teams, Welfare teams in prisons and correctional facilities, local real estate agencies, local Aboriginal and CALD communities
- Cooperate and plan together with DCJ Housing staff to ensure consumers can maintain their accommodation

## **ORGANISATIONAL ACCOUNTABILITIES**

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- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

## **THE PERSON**

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### **Experience, Knowledge, Qualifications, Skills and Attributes**

#### ***Essential***

- A valid and current Australian Driver's license
- A valid and current Working With Children Check
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to priorities multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

## **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.