



Link Wentworth
Providing homes, building futures.

POSITION DESCRIPTION

Position Title Sustainable Tenancies Specialist (Aboriginal Identified)

Team Community Outcomes and Impact Team

Reports To Team Leader, Sustainable Tenancies

Updated September 2022

1. Position Summary

The objective of the role of Sustainable Tenancies Specialist (Aboriginal) is to drive whole of service system approach to deliver person centred outcomes, with a primary focus on the Aboriginal communities in the areas that Link Wentworth operate. This position is an identified role and has a particular focus on providing specialist intervention for Aboriginal tenants and communities, though this role may also provide specialist support to people who do not identify as Aboriginal depending on referrals within the team. The role will use a case management framework to coordinate and facilitate support to Link Wentworth's tenants in an ethical, compassionate, and professional manner. They will assess tenant's support needs, strengths, and support networks to determine their goals, develop support plans and refer to services to sustain tenancies, increase tenant health and wellbeing.

Critical to this role is a working within a trauma-informed, person-centred approach and strengths-based approach, involving the client in all aspects of intervention. They are responsible for providing a specialist intervention for Aboriginal tenants with complex needs often experiencing crisis to achieve housing stability. The role is also responsible for networking and increasing awareness of the service system, appropriate referral pathways or a response to vulnerable tenants. This role will also increase service improvement opportunities and standards, with particular focus on Aboriginal communities and cultural competency and awareness.

The role has responsibility for negotiating and developing constructive working relationships between Link Wentworth and a range of government and community support agencies to assist in sustaining at risk tenancies, improve tenant outcomes, and overcome barriers to access for the most disadvantaged and vulnerable Aboriginal tenants of Link Wentworth.

2. Job Dimension

This role reports to the Team Leader, Sustainable Tenancies and has no direct reports however coaching and mentoring within the organisation is required.

This role works closely with external stakeholders, Link Wentworth teams and all areas of the business. This is a hands-on operational role within Link Wentworth delivering the outcomes outlined above.

This role has coverage under the Social, Community, Home Care and Disability Services Industry Award 2010, Level 5.

This role's delegation is per the 'Other' legend of the Financial Delegation Manual.

3. Relationships

Internal

- Tenancy Team
- Assets Team
- Community Programs Team
- Aboriginal Coordinator
- Marketing and Communications
- Senior Management & Executive team
- Finance
- Link Wentworth Transformation and Integration Team

External

- Link Wentworth tenants
- Aboriginal communities of Northern Sydney, Western Sydney, and Nepean Blue Mountains (NBM)
- Disability and Ageing
- Local Health Districts: Northern Sydney, Western Sydney & Nepean Blue Mountains (NBM)
- External stakeholders including neighbours of tenants, landlords, real estate, potential tenants, and applicants.



4. Major Accountabilities

Key Accountabilities	Key Activities
<p>1. Service delivery: provide specialist intervention for Aboriginal clients</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Meeting with Aboriginal tenants to complete a psychosocial assessment of their needs and developing initial responses to address tenancy issues and unpinning issues that may affect their tenancy • Working with a trauma-informed, person-centered approach • Working with tenants to develop risk mitigation behaviours that will help them to adjust to changes and challenges in their lives in partnership with support providers • Researching and referring tenants to community resources for assistance as appropriate, including Aboriginal services where available • Working with tenants to develop positive links with support providers to achieve solutions to specific tenancy/ housing/ homelessness issues • Coordinating responses to crisis situations that result in positive outcomes for tenants, their households, and the wider community • Advocating for and helping tenants get resources that would improve their wellbeing (with a focus on maintaining a successful tenancy) • Maintaining regular follow up contact with tenants being supported by Sustainable Tenancies Team • Evaluating the success of the case plan and support services provided to ensure they are effective and contribute to overall success of the tenant's wellbeing
<p>2. Service delivery: referral Pathways and linkages</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> • Identifying and assessing suitability of external service providers with focus on providing culturally appropriate referrals for Aboriginal tenants • Assisting with facilitating the relationship with the tenant and support providers until those relationships are embedded • Organising and facilitating case conferences with internal and external stakeholders as required



<p>3. Service Delivery: Developing and coordinating individual and strengths-based care plans</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none">• Creating case plans in collaboration with tenants from a co-design perspective, maintaining respect and cultural awareness for Aboriginal tenants• Ensuring that tailored case plans include SMART goals/ targets for the tenants and household members to achieve over the agreed period of the plan• Meeting with tenants, household members and support providers/ stakeholders to continuously monitor case plan goals• Reviewing plans as required and reporting progress to internal stakeholders and managers• Reporting on outcomes and deliverables as required
<p>4. Links to Aboriginal Communities, Best Practice</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none">• Working with Aboriginal tenants from a trauma informed, strengths-based perspective, acknowledging the impact of intergenerational trauma on Aboriginal individuals, families, and communities• Developing and enhancing the relationship between Link Wentworth Housing and Aboriginal communities in Northern Sydney, Western Sydney, and the Nepean Blue Mountains areas
<p>5. Record Keeping and KPIs</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none">• Ensuring that case notes are maintained for all tenants referred to this role• Ensuring that outcomes are measured and recorded
<p>6. Working within the relevant quality and compliance frameworks by staying abreast of changes to laws and regulations affecting community housing and demonstrating a commitment to the continuous improvement of relevant housing policies and procedures.</p>	<p>This may include, but is not limited to:</p> <ul style="list-style-type: none">• Maintaining knowledge of Residential Tenancies Act 2010• Staying up to date with best practice guidance and related case law relating to tailored support and housing management• Demonstrating an excellent knowledge of Link Wentworth Housing's policies and procedures• Ensuring the accurate recording of relevant data in Link Wentworth IT system(s)• Participating in policy reviews as required• Conducting all activities in accordance with the quality and safety management system



5. Link Wentworth Key Competencies

Business sustainability: Considers the organisation and its ongoing sustainability in all business dealings and work practices. Ensures financial, social, and environmentally responsible decision making and works within the relevant safety and compliance frameworks.

- Understands the outcome/deliverable and works to achieve it
- Identifies problems and works to resolve them
- Ensures data collection and entry is accurate and complete
- Takes accountability and follows through to completion
- Organised and structured and effectively manages and uses time
- Highly proficient in use of technology and systems for their role

Personal and professional excellence: Develops and maintains an understanding of the internal and external environment and takes responsibility for the delivery of work outcomes with efficiency, professionalism, and integrity. Demonstrates a commitment to personal development and works collaboratively to ensure best outcomes are achieved.

- Able to reflect with a view to improving self and assists others to do the same
- Seeks and identifies new ways and approaches
- Comfortable to suggest improvements to how we work and do things
- Upholds and models the organisation's values
- Willing to participate and get involved in our organisational life and culture
- Respectful and considerate of others at all times in words, thoughts and actions
- Develops personal strategies to stay resilient
- Reports and calls out inappropriate behaviours

Operational excellence: Ensures best practice outcomes for customers and the organisation through the use of core business systems and practices including change management, project management, and the use of technology and adhering to and improving workplace policies and procedures.

- Open to and adjusts to new ways of working and operating
- Resilient in a changing environment
- Responds positively to organisational change
- Supports peers through change
- Displays empathy and understands trauma informed practice
- Understands social issues, causes and impacts
- Supports the organisation in addressing social impacts on our customers

Service excellence: Keeps customers (internal and external) as the focal point of all activity. Actively engages customers through excellent service and maintaining a commitment to tenant engagement, consultation, and continual improvement.

- Engages with and has a genuine interest in the customer
- Listens, acknowledges, understands, and responds to customer needs
- Takes personal accountability to achieve resolution

Core competencies: Core competencies are a set of skills that are essential for the effective delivery of all work at Link Wentworth. All employees working at Link Wentworth must demonstrate as a minimum these competencies and continually develop these skills at a level relevant to their role.

- Establishes rapport and engages with others
- Actively listens to understand
- Adapts and adjusts communication style to the situation
- Aware of the needs to adapt to cultural subtleties and preferences
- Willing to share information, knowledge, and thoughts with others
- Understands, respects, and accepts others' perspectives and contributions
- Can find commonality with others to achieve a shared goal

6. Qualifications & Experience

- Tertiary qualification in social sciences, social housing, or equivalent relevant work experience in the community services sector
- Broad knowledge of the health, human services system and services
- Experience in the development and implementation of case plans and working with highly vulnerable people with complex needs and challenging circumstances
- Experience working with people with disabilities, culturally diverse, Aboriginal people, and diverse communities

7. Personal Attributes

- This is an Aboriginal Identified role. Therefore, successful applicants must be of Aboriginal descent and identify as Aboriginal
- Strong listening, communication, interpersonal and interviewing skills
- Demonstrated capacity to work both as an effective team member, to take initiative and work autonomously when required
- Demonstrated ability to maintain cultural competence in delivering services to Aboriginal people
- Demonstrated ability to establish and maintain effective partnerships and relationships with a wide range of human service groups and organisations
- A commitment to Link Wentworth's values of Customer Focus, Respect, Integrity, Compassion & Ambition

8. Other Specific Requirements

- A valid National Police Check (less than six (6) months old) to the satisfaction of Link Wentworth
- Unrestricted driver's licence valid in the state of NSW
- At least two (2) COVID-19 vaccinations, meaning, having received the primary course of an Australian Government approved COVID-19 vaccination



9. **Verification**

This section verifies that the position holder has read the attached position description and is satisfied that it accurately describes the position.

Position Holder Name: _____

Date: _____

Signature: _____