



Housing for the Aged Action Group
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POSITION DESCRIPTION

Position Title:	Regional Housing support worker
Classification:	SCHADS Award Level 5.3. Salary packaging is available.
Terms:	12 months with possible extension
Location:	Goulburn Valley Hume & surrounding areas, Victoria
Accountability:	To Client Services Manager
Hours:	Full time
Funding:	Ian Rollo Currie Estate Foundation (philanthropy)

HOUSING FOR THE AGED ACTION GROUP OVERVIEW:

Housing for the Aged Action Group is a member based, community organisation specialising in the housing needs of older people. The organisation was formed 40 years ago and today has over 800 members that actively campaign for housing justice.

Our Services: Home at Last

Home at Last is a unique specialist housing service for older people, providing information, support, advice and advocacy. This includes:

- State-wide Information and Referral – providing support to over 1,000 older people a year about their housing options, referrals to housing support and other services.
- Housing Support – a service for low-income people who are homeless or at risk of homelessness to assist them into long-term affordable housing (mainly social housing). This includes assistance with housing applications, support during the move, establishing a new home and referrals into aged care and other supports. We house over 100 people a year, 60% of them women.

- Retirement Housing Advice and Advocacy – specialist information, support and advocacy for people interested in, or living in, retirement housing. This includes lower cost retirement villages, residential parks, rental villages and caravan parks.
- Carefinder – assistance to link with aged care and other services

The Ian Rollo Currie Estate Foundation has supported HAAG to deliver our Home at Last Service in the Goulburn Valley Hume region since 2022. We are now extending this program to include adjacent regional areas, so that we can provide support to more regional Victorians at risk of homelessness.

The program is in its third year and includes:

- Providing housing information and support to people over 50 in the region
- Secure appropriate and affordable housing for people older people in crisis or at risk of homelessness
- Empower older people to make informed choices about their housing future through early intervention programs, such as information sessions
- Support sector capacity through professional education and network development.

The role

The aim of this role is effective delivery housing support in Goulburn Valley Hume region and adjacent regions (Benalla, Mansfield, Wangaratta).

The key focus for this role is empowering older people to make informed choices about their housing future through provision of information, referral and, where appropriate, initial assessment of housing needs and housing support. This role involves considerable time on the road. It sits within HAAG's Housing Support teams working closely with the wider organisation but will largely operate within the smaller regional project team, building relationships and connecting with people and organisations in the Goulburn Valley Hume and adjacent local government areas.

There is some expectation of a community education component in the role, connecting with older people in their community and facilitating conversations about their housing circumstances and options; delivering information sessions in the community, and supporting sector capacity through professional education and network development.

There are currently three Regional Project positions, which have been designed to provide flexibility across the full scope of our community engagement and housing support functions. Effective coordination by and communication between the people in these positions will be critical to project delivery. Thorough, accurate and timely data collection to support our reporting to funders is essential.

Statement of roles

1. Information, Referral and Initial Assessment:
 - Provide in-person information, warm referrals and advice to older people experiencing housing stress
 - Dissemination of information about housing options
 - Provide information to assist people to access secure long-term housing
 - Undertake initial assessment of client housing and support requirements, where appropriate
 - Liaise with multiple service providers to ensure client needs are met in line with the organisation/service aims and objectives
 - Deliver a high level of knowledge and skills in the identified area of speciality
2. Outreach housing support
 - Case management of clients including: assisting clients to identify their individual housing, care and other needs by linking clients to suitable care options; developing a care plan with the client that includes possible care and housing options; assisting clients to complete all necessary paper work to secure housing; referring clients to appropriate aged care assessments, health, social or other services as required; supporting clients with assistance to find and maintain accommodation, including removalists, financial or legal assistance, maintenance; linking clients to other relevant services including social supports; monitoring and reviewing the appropriateness of care plans regularly with clients, and as appropriate, with other providers.
 - Establish and review, in co-operation with other agencies, appropriate referral, case management and support planning protocols which recognise the particular nature of the target group.
 - Undertake service development and other activities, as appropriate, which promote the particular needs of the target group.
 - Maintain regular contact with agencies providing support to members of the target group.
 - Work closely with other HAAG workers to provide services as appropriate
3. Maintain appropriate service standards in all interactions with clients and other service providers including confidentiality, consent, information, quality, client dignity and cultural awareness standards.
4. Collect data and report on housing support activities in the region consistent with the organisation's Monitoring, Evaluation and Learning (MEL) Framework.
5. Support overall delivery of the project by:
 - Building a deep understanding of the context of the problem and opportunities in the region.
 - Developing positive working relationships and work collaboratively with other stakeholders.
6. Working closely with the regional team,
 - Establish productive working relationships with sector stakeholders and community groups.
 - As required, give information sessions for sector stakeholders

and community groups that have contact with older people at risk of homelessness.

- Connect with older people in their community and facilitate conversations about their housing circumstances and options.

Accountability

Directly reports to the HAAG Client Services Manager

- Works collaboratively with HAAG staff, including the HAAG Executive Officer, the broader Community Engagement and Housing Support teams and other HAAG workers
- Provide regular verbal and written reports on work progress
- Attend team and staff meetings, where possible

Reports to:	Key Internal Stakeholders	Key External Stakeholders
HAAG Client Services Manager	HAAG Regional Project workers	Beyond Housing
	HAAG Intake and Housing Support teams	The Salvation Army
	HAAG Executive Officer	Department of Fairness, Families and Housing (DFFH) & Homes Victoria
	Community Engagement and Early Intervention and Prevention workers	Wintringham
	HAAG Retirement Housing team	Local neighbourhood houses and community centres
	HAAG Communications worker	Aboriginal Community controlled organisations

Key Selection Criteria:

- Knowledge of the homelessness and social and affordable housing sectors, ideally including the sector in the Goulburn Valley Hume Region (Mitchell, Murrindindi, Shepparton, Moira, Strathbogie, Benalla, Wangaratta, Mansfield, Campaspe, Mt Alexander etc)
- Familiarity with communities and services in the Goulburn Valley Hume Region and surrounds
- Experience as a case worker assisting clients to manage problems
- Demonstrated skills in networking, liaison and the development and maintenance of strong links with relevant service providers and users
- Empathy and understanding of the needs of older people, especially those with a lived experience of homelessness or housing stress
- Experience working for a community-based organisation

- Strong stakeholder management skills and an ability to work collaboratively with team members and sector stakeholders
- Strong communication skills; written, verbal and in-person
- High level time management skills
- High degree of independence, flexibility, and adaptability; responsive to changing needs
- High level computer literacy
- Current Victorian driver's license and willingness to travel

Highly regarded:

- Tertiary degree in social work or related qualifications
- Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people strongly encouraged to apply

For more information:

Client Services Manager - Christine Stapleton 03 9654 7389