

Position Description

Title	Tenancy Plus Support Worker
Business unit	Homeless Intake and Prevention
Location	291A Maroondah Highway, Ringwood, Victoria 3134
Employment type	Permanent part time positions (3 days a week)
Reports to	Tenancy Support Team Leader

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The purpose of the Tenancy Plus Worker role is to support social housing renters (clients) where their tenancy is at risk. 'Social housing' includes Public housing and community housing. The aim of the Tenancy Plus program is to sustain tenancies, achieved through engagement with referred clients and negotiation with social housing providers and other support services. The Tenancy Plus worker will have good case management skills and a good knowledge of the Residential Tenancies Act. The role will work within the eastern metropolitan region and will work as part of a team.

2. Scope

Budget: nil

People: nil

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3. Relationships

Internal

- Homelessness Intake and Prevention staff
- Uniting staff and volunteers

External

- Clients, their families and advocates
 - Government departments and funding bodies
 - Community service organisations
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4. Key responsibility areas

Service Delivery

- Provide effective assessment, support and case management to clients of the Tenancy Plus – Tenancy Support Program when their tenancy has been identified 'at risk'
- Implement interventions aimed at addressing a range of issues, including rental debts, anti-social behaviour, neighbourhood disputes, significant maintenance issues, hoarding and advocacy in VCAT matters
- Aid clients in identifying their own needs and work with them through the provision of case planning and support, information, advocacy and where necessary referral
- Assist clients to gain access and linkages to relevant services and support within their community
- Provide a client focused approach which takes into account individual client needs
- Deliver case management services that meet all relevant performance and outcome indicators
- Provide support in exploring and accessing housing and community options as appropriate to the client group

Communication

- Maintain comprehensive professional case files and client records, including data collection according to program requirements
- Articulate clear and persuasive messages about key issues when working with clients

Teamwork

- Develop and maintain effective relationships with key stakeholders including clients, families, community service organisations, relevant professionals and government officials
- Work with the Team Leader/Coordinator to implement innovation and continuous improvement in case management service delivery
- Foster collaboration and teamwork within and across programs and services

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources

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- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive a collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Essential: Diploma qualification in Community Services or related discipline
- Essential: Current driver's licence
- Desirable: Bachelor degree qualification within the relevant service discipline

Experience

- Desirable: Minimum of 1 years' experience in a case management role

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Child Safety:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect
- **Cultural Awareness:** understanding and awareness of the issues relating to the Aboriginal Community and past practices as well as the CALD
- **Teamwork:** willingness to be proactive and help others, contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Achieves results:** focused on optimal outcomes for clients
- **Professionalism:** executes day-to-day activities in a positive, professional and enthusiastic manner.
- **Client Focused:** prioritises needs of clients
- **Planning and Organisation:** sets clearly defined objectives and priorities and operates accordingly, reviewing and adjusting as required; identifies processes, tasks and resources required to achieve a goal; establishes systems and procedures to guide work and track progress; recognises actual and potential barriers and finds effective ways to deal with them.
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- **Negotiation and Communication:** highly effective negotiation and communication skills and capacity to build relationships with a wide range of key stakeholders including carers, Child Protection staff, community service organisations, leisure and recreational facilities staff, as well as other community members and neighbours.
- **Interpersonal Skills:** detects the underlying concerns, interests or emotions that lie behind what is being said and done; presents as genuine and sincere when dealing with others; projects an objective view of another's position; uses understanding of individuals to get the best outcomes for the person and organisation

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: