

POSITION DESCRIPTION

Position Title:	HHS - Supportive Housing Case Worker
Reports to:	Housing and Homelessness Support (HHS) Coordinator
Supervising:	N/A
Liases with:	Wintringham Staff and Management, External Community and Health Services
Location:	Carlton - Supportive Housing Project (Audrey Rainsford)
Classification:	Wintringham EBA
Hours:	Full Time / Part Time / Contract / Casual

About Wintringham

Wintringham provides affordable and high quality housing, support, aged care services and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for older people, respecting their individuality, whilst working to achieve equality and social justice.

Position Summary

Wintringham's Supportive Housing Project (Audrey Rainsford) comprises 60 self-contained apartments situated, Carlton. All of the units are spacious and beautifully finished. Each resident has a lounge/kitchen area and a private bedroom, bathroom and laundry. In addition, there are generous sized balconies to all units and multiple shared community spaces in development.

The HHS - Supportive Housing Case Worker will be a member of the Audrey Rainsford Supportive Housing multi-disciplinary team. This position will work collaboratively with the other case workers and teams to ensure a collaborative team culture is maintained.

The position will also ensure that service delivery practices are consistent with Wintringham's philosophy, values and mission.

Responsibilities/Duties

- Manage a case load of residents using techniques, principles and frameworks including:
 - Harm reduction and brief intervention
 - Motivational interviewing and coaching
 - Trauma informed practice
 - Conflict resolution
 - MARAM
 - Housing First
- Work collaboratively with residents to create a meaningful life, supporting them through a staged approach to independent living, community engagement and recovery which encompasses:
 - Developing daily living, self-care, mental and physical health self-management skills
 - Understanding and managing their personal safety and well-being
 - Implementing a harm minimisation approach to drug and alcohol use
 - Supporting and developing skills in incident and crisis self-management
- Support residents to identify strengths, create individual case plans, and to increase skill and capacity development
- Facilitate and encourage the engagement and maintenance of natural supports
- Work with residents by linking and referring them into clinical services and social and recreational activities
- Assist residents to maintaining their tenancy by working in partnership with Wintringham's Tenancy Management team
- Ensure clients obtain access to Commonwealth Home Support Program (CHSP), Home Care Packages (HCP) and National Disability Insurance Scheme (NDIS) by providing referrals and case management assistance.
- Complete and review client file documentation across program areas to ensure the timely and accurate recording of information and monitor service delivery for quality
- Assist in enhancing responsiveness of local service providers to the needs of residents, and the achievement of sustainable improvements in the quality of service delivery
- Respond to resident feedback and complaints in line with Wintringham policy and procedures
- Utilise relationships within sectors to assist access into other services and systems
- Promote a non-institutional philosophy within the programs by recognising and promoting the rights of Wintringham residents
- Create and contribute to a welcoming and culturally safe environment for residents and staff
- Ensure our duty of care to both residents and staff is complied with at all times
- Ensure privacy and confidentiality is adhered to at all times
- Understand and adhere to Wintringham's Code of Conduct.

Finance and Administration

- Document and monitor income and expenditure against budget expectations including residents brokerage funds.

Quality

- Actively participate in team meetings, supervision, reflective practice, annual performance appraisals and practice development across the portfolio
- Pursue relevant ongoing professional development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities
- Maintain electronic resident records and complete reporting as required
- Report incidents in accordance with guidelines and Wintringham Policy and Procedures
- Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham's quality systems
- Understanding responsibilities in relation to the role as defined in the relevant policies and procedures
- Practice open communication and proactively participate in problem solving, where issues or areas of disagreement arise
- Other duties as directed.

Health & Safety Responsibilities

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

Key Selection Criteria

Skills/Experience:

Essential

- Experience in a support worker role in Intensive Case Management with specific training and/or experience in: AOD Mental Health and Family Violence or Homelessness services
- Proven commitment to excellence, accountability and innovation in best practice service delivery in the fields of homelessness and housing support

- Knowledge of Commonwealth and State government policies, standards and compliance requirements
- Commitment to the organisation and its philosophy of social justice
- Well-developed communications skills and the ability to engage with people from varying backgrounds
- An understanding of the Housing and Homelessness service sector My Aged Care, NDIS and other relevant service systems.

Qualifications:

Essential

- A tertiary qualification in Social Work, Welfare, Community Services or a related discipline, or extensive experience working within the homelessness or community services sector
- First Aid Level 2
- Current Driver's Licence

Desirable

- Understanding of MARAM

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE'S NAME _____

SIGNED _____ DATE _____