

## POSITION DESCRIPTION

<b>Position Title</b>	Housing Services Worker (Identified Aboriginal/Torres Strait Islander People Role)
<b>Directorate</b>	Community Services & Wellbeing
<b>Manager</b>	Manager Housing, AOD, Counselling and Custodial Health
<b>Direct Reports</b>	No
<b>Enterprise Agreement</b>	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026
<b>Classification</b>	Community Development Worker C2B Y7 (ON15)
<b>Employment Status</b>	Ongoing, Part-time
<b>Hours of work</b>	Refer to contract of employment
<b>Amendment Date</b>	March 2026
<b>Our Organisation</b>	
<p>Dhelkaya Health is a health service on Dja Dja Wurrung country; it is the coming together of Castlemaine Health, Maldon Hospital and CHIRP Community Health.</p> <p>Dhelkaya Health is shaping a better health system for the people of Mount Alexander Shire and beyond, while staying true and local in everything it does.</p> <p>Dhelkaya Health delivers a diverse range of inpatient, outpatient, aged care, community health and outreach services to Mount Alexander Shire. It also delivers assessment, rehabilitation and allied health services to neighbouring shires. Dhelkaya Health is committed to the quality, accessibility and sustainability of acute, aged and community-based healthcare, and family and housing services.</p> <p>Dhelkaya Health has campuses in Castlemaine and Maldon.</p>	
<b>Position Overview</b>	
<p>Using a strengths-based empowerment model, the core function of the Housing Services Worker is to provide quality case management, case coordination, crisis intervention and support and information to people at risk of homelessness or experiencing homelessness. This position will also actively contribute to a range of housing initiatives offered by Dhelkaya Health within the Mount Alexander Shire including Homeshare.</p> <p>This is an Identified position. Dhelkaya Health recognises the unique cultural knowledge, lived experience, and community connections held by Aboriginal and Torres Strait Islander peoples. These strengths are essential to improving culturally safe access to housing supports for Aboriginal and Torres Strait Islander clients and communities.</p> <p>This role will be working across all cohorts within the community (not just the Indigenous community).</p>	
<b>Specific Accountabilities</b>	
<ul style="list-style-type: none"> <li>▪ Utilise a range of crisis interventions and case management approaches to support people to access housing and address underlying issues that contribute to homelessness.</li> <li>▪ Assist and engage with crisis homeless clientele such as rough sleepers and those requiring emergency accommodation.</li> </ul>	

- Provide effective ongoing case management by observing, assessing, formulating and reviewing case plans with individuals and families using the relevant client management resources and existing internal processes and procedures.
- Oversee the implementation of case plans and participate in regular case reviews and case conferences with other agencies as required.
- Provide resources to clients and vulnerable community members to achieve a maximum degree of independence and optimal mental, physical and social health and wellbeing.
- Develop and strengthen community partnerships and networks to improve the health and wellbeing of clients who are either homeless or at risk of becoming homeless.
- Respond to complex cases in a timely manner using professional judgment and initiative.
- Maintain client files in the relevant systems in accordance with principles of confidentiality and Specialist Homelessness Services.
- Advocate for and on behalf of those who are either homeless or at risk of becoming homeless.
- Develop a knowledge and understanding of relevant referral agencies for clients to ensure effective networking and referral procedures.
- Maintain knowledge and understanding of relevant legislation and legal responsibilities.
- As a Specialist Homelessness Services, participate in the development of the homelessness service sector
- As a member of the Loddon Campaspe Homelessness Support Alliance, support the “Opening Doors” framework
- In line with the DFFH Human Services Standards, support the continuous improvement of service provisions and outcomes for people experiencing homelessness.
- Participate in the delivery of housing initiatives such as Homeshare.

## **Organisational Accountabilities**

### **Confidentiality**

All staff members must comply with the principles of confidentiality relating to patients, residents, clients and other staff members.

### **Infection Control**

All staff members are responsible for minimising the risk of patients, residents, clients, visitors and other staff members acquiring or being exposed to infections arising from activities within the health care environment. Staff members are to support risk management strategies by adhering to relevant Infection Control Guidelines.

### **No-Smoking Policy**

To ensure a healthy and safe work environment for staff, volunteers, patients, residents, clients and visitors, smoking is not permitted on health service grounds, in buildings and offices or in any vehicle.

### **Occupational Health & Safety**

All staff members have the right to a safe working environment and should advise their direct line manager of any risk or condition likely to result in accident or injury. All staff members have the responsibility to take reasonable care of their own health and safety, to co-operate with OH&S policies, and to participate in appropriate safety education and evaluation activities.

### **Organisational Values**

All staff members must demonstrate and uphold their health service’s vision, mission and values. This includes accepting accountability and responsibility for their actions, demonstrating a commitment to ongoing education and professional development, and working within current scope of practice.

**Empathetic** – We are caring, compassionate and kind

**Inclusive** – We are welcoming, trustworthy and warm

**Professional** – We are dependable, expert and ethical

**Transformative** – We are curious, progressive and creative

### **Pre-Employment Security Screening**

All staff members must obtain and/or maintain a current and satisfactory National Police Check for the duration of employment. A Working with Children Check and National Disability Insurance Scheme (NDIS) check may also be required for particular positions.

### **Quality Improvement**

Staff members are required to participate in Continuous Quality Improvement programs to encourage excellence of care and ensure effective and safe use of resources. Staff members have a role and responsibility in identifying opportunities for improvement and implementing strategies to do so.

Our Health Services are committed to providing an environment that promotes quality learning and further education. Where relevant, staff are required to contribute to the planning and delivery of further education placements, participate in appropriate staff development, training and education opportunities and share knowledge with other staff members.

All staff members are required to participate in regular formal and informal performance review meetings.

### **Risk Management**

All staff members have a duty to take a proactive role in contributing to the identification, management and reporting of risks, including near misses and hazards. Staff members who identify a risk are required to take first line action to minimise the risk and to then report it to their direct line manager for further management. All staff members are required to report any incidents that occur during the course of their duties.

### **Workplace Behaviour and Codes of Conduct**

- All staff members are required to carry out lawful and reasonable directions as outlined in this position description or as delegated to them
- All staff members are required to comply with the legal requirements associated with general employment and those specific to their qualifications and area of work
- Where required, Staff members must abide any professional standards and codes of conduct and ethics issued by the professional association relevant to their discipline
- All staff members are required to demonstrate behaviours that are consistent with Dhelkaya Health's Codes of Conduct including the Code of Conduct for Victorian Public Sector Employees, Aged Care Code of Conduct and the NDIS Code of Conduct.
- All staff members have the right to equal opportunity and a work environment free from any form of discrimination, workplace harassment and bullying.
- All staff members must adhere to their Dhelkaya Health's policies in this regard and participate in education and training.

## **Qualifications**

### **Essential:**

- Working with Children's Check
- Drivers License
- Demonstrated skills and experience in housing, family work, case management and cross-sectoral collaboration.

### **Desired:**

- Relevant Community Development qualification
- Previous experience working in welfare, community development or related areas.

**Key Selection Criteria**

- Demonstrated understanding of Aboriginal and Torres Strait Islander cultures, histories and community structures, and the ability to work in a culturally safe, respectful and strengths-based manner.
- Ability to build and maintain relationships with Aboriginal community members, families, Elders and Aboriginal Community Controlled Organisations.
- Commitment to self-reflection and ongoing learning in cultural safety.
- Ability to demonstrate highly developed interpersonal and communication skills, including a collaborative and cooperative approach to relationship building with clients, colleagues and key stakeholders.
- Demonstrated knowledge of the principles of the social model of health.
- Ability to identify, respond to and engage with clients in crisis situations.
- Broad understanding of the impact of homelessness on individuals and families.
- Knowledge of appropriate services and supports available for clients experiencing homelessness.
- Knowledge and understanding of the principles of case management with an ability to assess, develop, implement, and manage a case plan according to client need.
- Demonstrated understanding of the causes of social marginalisation and an understanding of social justice principles.
- Well-developed conceptual and analytical skills, together with effective negotiation, interpersonal and communication skills including written and electronic mediums.
- Demonstrated capacity for innovation and flexibility and ability to assess and implement successful solutions.
- Demonstrated understanding of effective teamwork and well-developed time management and organisational skills.
- Ability to work under pressure and meet deadlines.
- Well-developed computer literacy and a knowledge of a range of IT programs.

**Additional Information****Diversity and Inclusion**

Diversity is important to Dhelkaya Health because we want a workforce that is as diverse as the communities we work with. Our staff are encouraged to draw from their identity - in lived experience, ethnicity, race, age, disability, sexuality, neurodiversity, gender, culture and belief - in being part of a workplace that is safe, respectful, welcoming and inclusive. -

**Health and Wellbeing**

Our health service has a strong commitment to staff wellbeing and supports the professional growth and accountability of all staff through organisational supervision and a multidisciplinary team approach.

Aboriginal and Torres Strait Islander staff have access to culturally safe supervision, mentoring and peer support.

Dhelkaya Health supports Aboriginal and Torres Strait Islander staff to meet cultural, ceremonial and community obligations. Paid and/or unpaid cultural and ceremonial leave may be accessed for ceremonial, religious, cultural activities or participation in the First People's Assembly of Victoria, in line with Enterprise Agreement entitlements. Requests are considered on their individual merits, with sensitivity to cultural responsibilities and extended kinship networks. Staff are also encouraged and supported to take paid cultural leave to participate in Reconciliation Week and NAIDOC Week activities.

**Innovation**

Staff members recognise that innovation contributes to the successful delivery of contemporary health services to the community. All staff members are encouraged to demonstrate innovation through exploring ideas that solve problems and create solutions.

**Person Centred Care**

Person Centred Care (PCC) is a philosophical approach to how health services provide care to patients, residents, clients and interact with other customers, including staff, volunteers and visitors. PCC is based on the principles of respect, value of the individual and the need to deliver service in an environment that supports peoples' physical, emotional, social and

