

Position Description

Title	Initial Assessment & Planning Worker (IAP)
Business Unit	Homelessness - Central Highlands & Metro West
Location	105 Dana Street Ballarat, Vic, 3350
Employment type	Part Time, Maximum term
Reports to	Team Leader – Community Engagement & Intake

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 Initial Assessment and Planning (IAP) Worker provides intake support to clients accessing the services of the homelessness sector in the Central Highlands Region, who may be in need of housing assistance, support and/or referral to appropriate services within and outside of the sector. The IAP worker will assist households in housing crisis through completing assessments and provision of the Housing Establishment Fund (HEF). This role may also include other duties within the housing programs service as outlined below.

2. Scope

Budget: nil

People: nil

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3. Relationships

Internal

- Manager Homelessness – Central Highlands
- Team Leader – Community Engagement & Intake
- Internal Uniting Housing Programs including More Than a House, PRAP Plus, Street 2 Home, HSS, Pride in Place & J2SI
- Other internal Uniting services including Mental Health or AOD Services.

External

- Real Estate Agents & other Rental Providers
 - Community Service Organisations in Central Highlands Region
 - Department of Families, Fairness & Housing
 - Central Highlands Homelessness Alliance
 - Other Homelessness Support Agencies
 - Local Accommodation Providers
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4. Key responsibility areas

Service delivery

- Provide initial assessment and planning to clients accessing the entry point into the homelessness sector in Ballarat and Ararat areas.
- Provide financial assistance via the Housing Establishment Fund (HEF) to assist eligible clients who are in financial difficulty
- Provide other entry point services to clients including interim response, prioritising for resources, crisis intervention
- Through advocacy, promote the rights, responsibilities and dignity of the client by offering support and assistance appropriate within the scope of the program and in accordance with service standards and legislation.
- Liaise with housing providers such as Department of Families, Fairness & Housing, local Real Estate agencies, other Community Housing Providers etc.
- Provide advocacy and referral to other services, within and outside of the Homelessness sector
- Participate in development of program policies and practices
- The position may require representing the agency at particular forums and other services as required. At times, out of ordinary hours of work
- Other responsibilities as outlined in the Housing Program Practice Manual
- Collaborative and solution-focused working relationships developed with other legal, health, education and community services to support consumers
- Respond to Family Violence as according to the MARAM framework and the Family violence Protection Act 2008 (FVPA)
- Undertake other duties that may be requested by the Team Leader and/or Manager, Housing Program.

Administration

- Enter all client information into the SHIP database
- Complete client file notes and other documentation accurately, in a timely fashion, and in line with relevant legislation, policies and procedures
- Adhere strictly to relevant privacy legislation
- Maintain and lead a high standard of record keeping in regard to case notes, assessments, data collection, budgetary requirements
- Fulfil data reporting requirements to funding providers
- Fulfil other related administrative tasks to the highest quality as required and directed
- Assist with the development and maintain all necessary administrative systems as required for the efficient operation of the program, including financial, statistical and client files and databases

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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.
- 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 and 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

- Minimum qualification Diploma of Welfare/Community Services, or equivalent in related field

Experience

- Experience working with consumers experiencing homelessness or housing crisis (Preferred)

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Extensive knowledge of housing & homelessness sectors with particular emphasis on the Central Highlands Area.
- Experience working with marginalised sectors of the community in particular those experiencing homelessness
- Excellent customer service skills with proven capacity to engage and develop positive working relationships with people and stakeholders from a diverse range of backgrounds including program consumers, colleagues, businesses, other organisations and the wider community.
- Assessment skills including the ability to work with families and individuals in crisis situations
- Sound administrative skills, including high computer literacy skills with database, spreadsheet and web based software
- Highly developed written and verbal communication skills.
- Proven ability to work autonomously, as part of a small team and within a diverse team environment
- Create, maintain and foster a safe work environment at all times

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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: