

## Position Description

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| <b>Position:</b>                | Case Worker – Keys to Early Intervention in Homelessness Service (KEIHS)            |
| <b>Reports to:</b>              | Manager – Sunshine Coast  |
| <b>Award:</b>                   | Social, Community, Home Care and Disability Services Industry Award (SCHCADS Award) |
| <b>Position Classification:</b> | Level 4   |

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Kyabra Community Association Inc. provides strengths based integrated responses to people in our community. Service work involves partnership with individuals and families to identify goals, develop strategies and evaluate outcomes.

This may involve a range of activities/functions including: Assessment, Advocacy, Interpersonal Support Work, Co-ordination, Case Management, Community Development and other such responses that facilitate the achievement of specified goals.

The Case Worker – KEIHS will ensure that the most appropriate and effective early intervention services are provided to people who are at risk of homelessness within the communities where KEIHS is co-located with host agencies. This will be facilitated by providing casework support to a range of individuals and families to support aspirations, growth and change within a strengths-based approach.

This may include support and advocacy through the systems which significantly impact on individual and family lives such as domestic violence, child protection, income support, housing/homelessness, mental health and healthcare, disability, education and legal, parenting and early years.

The position involves both centre-based and outreach functions involving coordinated work with a range of agency, community and staff resources.

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## Organisational Expectations

- To work within the Vision and Values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and with all organisational policies and procedures.
- To be involved in actively evaluating and critiquing practice at an individual, team and organisational level.
- To strive for ongoing improvement in all areas of activity.
- To participate in performance reviews and the development of individual learning plans on request.
- To participate in professional development training opportunities.
- To develop and implement strengths-based, individualised approaches to families and individuals and to work as part of a team with key stakeholders.
- To ensure that processes facilitate the maximum involvement of families and individuals in decisions that affect their lives.
- To maintain documentation in the appropriate systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.
- To be involved in the development of operational plans in the service consistent with agency and service philosophy and in line with service agreements with funding bodies.
- To fulfil all reporting and administrative requirements in conjunction with the Manager.

## Role Responsibilities

- To maintain a case-load of individuals and families within a case management approach and across a range of complex issues to support the sustaining of a tenancy.
- Assist people accessing the service to achieve the goals that they have identified in an individual support plan, including linkages to formal and informal supports and services required.
- To work in partnership with communities to enhance the capacity, knowledge and expertise to identify and respond to people who are at risk of becoming homeless for people to achieve social inclusion and full participation in society.
- To work within the Residential Tenancy Act and other relevant human service legislation to ensure that individuals and families have access to appropriate and accurate information with regard to the issues that affect their lives.
- To work closely with other Kyabra staff and host providers in order to ensure the best possible outcomes for individuals and families.
- To act as an advocate both internally and externally for individuals and their families
- To engage in short term solution focussed work with individuals and families where applicable.

## Key Selection Criteria

### Essential

- A bachelor's degree in Social Work/Human Services or similar.
- Demonstrated knowledge of, and experience working in, intake and assessment in the community service sector, including the use of client management systems (e.g. QHIP), as well as experience in the following areas: needs assessment, domestic and family violence, housing/homelessness, disability, mental health, individual/family support.
- Understanding of the Residential Tenancies Act.
- Cultural competency, including a demonstrated understanding of, and experience with, working with people from CALD backgrounds.
- Understanding of, and commitment to, the principles of social justice, as well as a demonstrated capacity to work with community members using a strengths-based approach.
- Strong communication, interpersonal and organisational skills, including an ability to work autonomously or as part of a team, and adapt to various circumstances as necessary to support community members.
- Intermediate computer literacy skills, including familiarity with Microsoft 365 Office Suite.
- A valid open driver's license.
- A valid Blue Card (Working with Children Check) or eligibility to attain one as well as a willingness to partake in any other required police/history checks as required by the organisation.

### Desirable

- Knowledge of broader referral networks, or the ability to rapidly acquire them.

**Positions under direction supervision**

None

**Relates to**

- Staff and volunteers
- Executive Board members
- Families and individuals
- Other service providers/community organisations

**Other Information**

**Criminal History Check**

The successful applicant will be required to apply for the required Personal/Criminal History Checks. We are legally obliged to warn you that it is an offence for a disqualified person to apply for, or sign, a blue card application.

**Hours of Work**

A fulltime position at Kyabra is 38 hours per week. Staff members work flexible hours to meet the requirements of the position, including some evening and weekend work.

**Equal Opportunity Employer**

Kyabra is an inclusive workplace and an equal opportunity employer. Aboriginal and Torres Strait Island people, people with a disability and people from culturally and linguistically diverse backgrounds are encouraged to apply.

**Signed:**

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(employee signature)

\_\_\_\_\_  
(employee name)

\_\_\_\_\_  
(date)