

Tenant Services Worker

Supportive Housing - Edmondstone Street



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulates our commitment to actively engage with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to inappropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title Tenant Services Worker	Team Supportive Housing - Edmondstone Street
Reports to Team Leader	Line Manages N/A
Classification/Award SCHADS Level 2	Talkin Team Leader
Based at South Brisbane	Backup when absent Rostered Staff

Supportive Housing – Edmondstone Street

The Supportive Housing for Families program provides stable, affordable and safe housing for families with young children who are experiencing or at risk of homelessness and involvement with the child protection system. The program delivers a site-based supportive housing model, offering 18 units of housing with integrated, 24/7 on-site support.

This program combines property and tenancy management with multidisciplinary support services, delivered in partnership with a community housing provider. Support is provided through a trauma-informed, person-centred approach, with a focus on sustaining tenancies, strengthening family functioning and improving outcomes for children.

Position Description

As a Tenant Services Worker, you will...

Work as part of the Supportive Housing Edmondstone Street team to provide practical, consistent and responsive support to families, contributing to sustaining tenancies and supporting family stability within a site-based supportive housing environment.

This is achieved through engaging with families, responding to immediate needs, and contributing to a safe, stable and supportive living environment.

Interactions and Relationships

This position as part of a team engages with the following:

External

- Participants and their families living at Edmondstone Street
- Common Ground Queensland
- Visitors and stakeholders to the site
- Emergency Services
- Child Safety

Internal

- Organisational Services
- Supportive Housing and Sustaining Tenancies Team
- After Hours Coordinators

Partnerships

- Common Ground Queensland - Property and Tenancy Management Partner

Key Responsibilities

Service Delivery

- Provide practical and responsive support to families living at Edmondstone Street as part of a supportive housing team.
- Engage with families, including children, in common areas, around the site and within units as appropriate, building respectful and supportive relationships.
- Provide a visible and consistent presence on-site during after-hours shifts, contributing to a safe, calm and supportive living environment.
- Respond to day-to-day needs of families, including providing information, assistance and support in line with program guidelines.
- Support families during periods of crisis and increased support needs, using appropriate communication and de-escalation strategies, and seeking support from senior staff where required.
- Monitor the environment and report any concerns relating to safety, wellbeing or tenancy to the appropriate team members.

- Liaise with the property and tenancy management partner, emergency services and other stakeholders as required.
- Maintain appropriate professional boundaries and work within the scope of the role, referring matters to Family Support and Advocacy Workers or Team Leaders as needed.
- Complete required documentation, incident reports and data entry in organisational systems in a timely and accurate manner.
- Provide a high level of responsive support and problem solving in a dynamic environment.
- Work as part of afterhours roster, including afternoon, overnight and weekend shifts (4:00pm–12:00am and 12:00am–8:00am).
- Demonstrate commitment to child and vulnerable adult safeguarding.
- Contribute to a safe workplace in accordance with the Work Health and Safety Act 2011.
- Manage personal wellbeing and engage in self-care practices in a shift work environment.

Collaborative practice

- Work as a collaborative member of the multidisciplinary team, reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.
- Demonstrate a high level of teamwork, support, engagement, and communication.

Professional practice

- Participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

Criteria and Conditions

Criminal History Screening

- National Police Certificate Blue Card
 Yellow Card APHRA Registration

Driver's License

- Essential Desirable

Travel

- Essential Desirable

Assets Provided

- Work Computer Work Phone
 Pool Vehicle Packaged Vehicle

Essential

- Relevant certificate, diploma or tertiary qualification, or a combination of experience, expertise, and competence.
- Demonstrated ability to engage respectfully with families, including children, and build positive relationships in a supportive housing environment.
- Ability to respond to the day-to-day needs of families in a practical, flexible and responsive manner.
- Demonstrated ability to communicate effectively, including well-developed interpersonal and problem-solving skills.
- Ability to remain calm and respond appropriately in situations where individuals may be experiencing distress, crisis or increased support needs.
- Demonstrated ability to work both independently and as part of a team within a dynamic, site-based environment.
- Demonstrated ability to follow procedures, maintain appropriate boundaries, and work within the scope of the role.
- Demonstrated ability to complete basic documentation and use organisational systems, including Microsoft Office and data systems.
- Demonstrated commitment to child and vulnerable adult safeguarding principles.
- Demonstrated understanding of and commitment to working with people from diverse backgrounds, including Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse communities.
- A positive attitude and the ability to work flexibly and reliably within a roster, including afternoon, overnight and weekend shifts.
- A commitment to the values and principles of Micah Projects, including social justice, respect and inclusion.

Desirable

- Previous experience working in a supportive housing, community services or similar environment.
- Experience working with families and/or children in a support, community or care setting.
- Experience working in a shift-based environment.

General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment will involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.

- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____ **Date** _____