

POSITION DESCRIPTION

POSITION TITLE: Care Coordinator - Housing

AWARD: Social, Community, Home Care and Disability Services Industry Award 2010

CLASSIFICATION: Social and Community Services Employee - Level 4

POSITION OBJECTIVE:

The primary role of this position is to provide case management to service users aged 17-25 residing in transitional accommodation in the Housing Program. This includes providing housing related and other support, internal and external referrals, creating goal setting plans, maintaining regular meetings, facilitating brokerage and other client requests. As part of the Client Services Team (CST), they share responsibility for client intake, short-term case management to service users not in the housing program, referrals and support across all client activities, as well as providing specialist information to a wide range of stakeholders. All CST members are provided with individual line supervision, external supervision and professional development opportunities.

This position reports directly to the Team Leader, Care Co-ordinator – Housing.

PRINCIPAL DUTIES:

Client Services

1. Provide advocacy, support and case management, working alongside service users in the Housing program, to create, implement and review support plans as per the Operational Plan, funding deliverables, organisational policy and best practice principles
2. Assist service users in the Housing program with moving, setting up and maintaining their properties in accordance with Twenty10 policies
3. Provide soft entry, triage, intake, assessments and referrals for potential service users including to other parts of organisation and/or other external supports
4. Provide advocacy and collaborate with support networks such as family, friends, service providers and community, including co-case management within a multitude of systems, including both government and non-government agencies
5. Assist with the overall coordination of support for service users across all programs a Twenty10, as part of the Client Services Team as required. This includes providing crisis intervention management and support, assisting in organising and facilitating drop in, group work, projects and events, and providing ongoing short-term case management to service users not in the Housing program.
6. Safeguard vulnerable persons including children, through identifying and reporting concerns of abuse or neglect as per Mandatory Reporting Guidelines and organisational policy.

Administration

1. Collect, manage and process program-related data in line with organisational policies and privacy legislation, including managing online and in-person service-user records, program reporting and other administrative tasks relating to the position's area of responsibility.



2. Manage project budgets, execute and document service user brokerage, and reconcile own petty cash
3. Promote program activities to current and potential service users via a range of methods including face-to-face, phone and social media platforms, and assist with developing effective promotional materials for Youth Services programs
4. Maintain equitable, safe and hygienic food storage and handling practices including liaising with rescued food delivery organisations
5. Provide a timely response, specialist information, and referrals for a range of stakeholders via internal and external communication including phone and email enquiries.
6. Participate in feedback, quality assurance, policy and program development processes to help inform local and national planning, and assisting with identification of grant or funding opportunities, where appropriate
7. Follow, utilise and promote the Organisation's vision, quality standards, guiding principles, Compliance Framework, Policies and Procedures, Core Values and Work Health and Safety (WHS) requirements
8. Perform any other duty as directed by the Client Services Manager and CEO of the Organisation.

Quality Service Provision

1. Participate in supervision and performance review processes
2. Participate and support regular program and project review and evaluation procedures and consultations, including consultations and surveys, with a view to continuously improve and strengthen programs
3. Respond to feedback or complaints about services as part of future planning and continuous improvement of services, and in line within organisational policies
4. Participate in program-related consortium and interagency meetings, as required
5. Operate within the Risk and Compliance framework outlined in organisational Policy and Procedure
6. Participate in professional development opportunities

KEY SKILLS & EXPERIENCE

Qualifications and Prerequisites

1. Relevant tertiary qualifications and/or equivalent experience working in a housing support role, and /or working within a specialised LGBTIQ+ service organisation.
2. Demonstrated skills in creating, presenting and evaluating training or educational sessions to a wide variety of audiences
3. Current NSW Working with Children Check, current NSW driver's license and a willingness to travel as part of this role.

Experience Required

4. Demonstrated understanding of the challenges, systems and public policy impacting LGBTIQ+ people, especially young people, including mental health and wellbeing, self-



determination and bodily autonomy in health care, the law, homelessness, peer and family rejection, and experiences of harassment and violence

5. Strong working knowledge of Microsoft Office (Outlook, Word and Excel), internet applications and databases, and willingness to learn new programs

Aptitude & Interpersonal Skills

6. Outstanding communication (written and verbal) and interpersonal skills with the ability to develop rapport with a wide range of people including different genders, sexual orientations, ethnical backgrounds, age and experience
7. Personal qualities include alignment with the values of the organisation, including demonstrated understanding and experience of community development and social inclusion principles and processes
8. Demonstrated ability to work in a fast-paced environment, both independently and as part of a team, with strong initiative and limited supervision, including the ability to prioritise work, manage multiple tasks and competing priorities, negotiate solutions, and meet deadlines
9. Demonstrated organisational, conceptual and strategic problem solving, the ability to exercise judgment or sensitivity, and take initiative to decisions within the context of the role whilst recognising the importance of maintaining open lines of communication and escalating issues as required
10. Strong positivity, reflective practice and self-care skills, with a commitment to maintaining currency of skills and knowledge on relevant information, standards, updates, and policies
11. Demonstrated understanding of and commitment to safeguarding children and other vulnerable people
12. Willingness and ability to sometimes work outside of normal business hours and to travel for short periods if required

KEY PERFORMANCE INDICATORS (KPIs)

1. Program/project/task management including completion of tasks in a timely, accurate and efficient manner which meet the requirements of service users and the organisation
2. Measure Housing program impact including case management, and service user satisfaction, servicing both internal and external stakeholders (service user, staff and volunteers, stakeholder feedback)
3. 80% attendance of team meetings and designated interagency meetings
4. Accuracy and timeliness of data entry, filing, documentation and information management within the Organisation's databases and systems
5. Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements

Signed by Employee: _____ **Date:** _____

