

Position Description

JOB TITLE: Housing Case Worker

JOB TYPE: Part-time 0.5FTE, 3 days per week. 12-month fixed-term contract, with the possibility of permanent employment subject to review at the end of the term.

PAY SCALE: Salary based on the SCHADS Award – Level 4

LOCATION: 320 Main St Mornington Vic 3931

REPORTS TO: Housing and Homelessness Coordinator

POSITION CONTEXT

Affordable housing is in short supply across the nation, and the Mornington area is not immune. With low to no vacancies in public housing in Mornington and a growing wait list, the community is showing increased signs of stress and anxiety in managing the complexities of finding appropriate housing. The growth of Short Stay Rentals (SSR), combined with escalating private rental prices, has put significant pressure on an already vulnerable group of people.

MCSC, as the funded Emergency Relief provider, delivers comprehensive wrap-around support to the local community. Through multiple service entry points, we connect with people at times of acute vulnerability. Our trained volunteers and case workers provide compassionate support tailored to individual needs. The demand for housing assistance continues to grow, with significant unmet need in areas such as housing searches, homelessness support, referrals and linking with other agencies, assistance navigating DFFH and Centrelink processes, and the provision of holistic support beyond immediate housing circumstances.

POSITION OBJECTIVE

The Housing Case Worker will work with individuals who present with housing stress or who are at risk of or experiencing homelessness, assisting them to find affordable and appropriate housing.

They will:

- Provide intensive case managed support to clients residing or referred into MCSC crisis accommodation.
- Create links with local support agencies, real estate agencies and applicable organisations.
- Case manage eligible clients to help achieve housing stability, security, and attain identified recovery goals.
- Work closely with people experiencing financial stress to access other supports, including utility relief, financial counselling, budget support, energy assistance, and other household expense monitoring.

KEY DUTIES AND RESPONSIBILITIES

- Provide intensive and ongoing support to clients with complex needs who present as either homeless or at risk of homelessness.
- Advocate on behalf of clients with real estate agents, landlords, and housing providers.
- Assist clients with bond loan applications, private rental applications, and rental readiness.
- Assist clients with Housing Establishment Fund (HEF) applications, and rent arrears applications.
- Provide client led support with the aim to attain identified recovery goals
- Network with other community housing providers to access referral pathways
- Monitor, evaluate, and report on client outcomes to ensure support services being provided are effective, recovery goals are being met, and continuous improvement of programs is achieved
- Develop and maintain accurate data records and case notes
- Provide advocacy for clients where appropriate
- Work in conjunction with Housing and Homelessness Coordinator on client objectives
- Create working relationships and linkages with external services to ensure succinct referral processes and smooth paths of communication. Includes support services and real estates
- Build networks with job providers and employment pathway opportunities for clients
- Promote and encourage referrals from external agencies
- Work as part of the MCSC team within the objectives and ethos of the agency
- Work with the agency's volunteer base in the spirit of volunteerism.
- Maintain an awareness of the needs of the community and ensure that our service provision is in harmony with community needs and standards

General

- Support the achievement of the MCSC Vision, Values and Behaviours, adhering to organisational policies and procedures.
- Attend internal staff and planning meetings, supervision and performance review processes.
- Participate in professional development as appropriate.
- Perform other duties as directed and necessary to the proper performance of the role.

Conditions:

- 19 hours over 3 days. There is flexibility around the hours of delivery for this position as determined by the Housing and Homelessness Coordinator
- Salary based on the SCHADS Award
- Time off in lieu of overtime payment
- Three-month probationary period on commencement of position
- Salary package option available based on current Fringe Benefits Tax Legislation