

1. Organisational Context

Wombat Housing Support Services is an established community-based provider of high-quality, outcomes-focused housing and homelessness support across Melbourne's western metropolitan region. Wombat is governed by an independent Board and operates within the Unison group of companies. The Make Room program is delivered in partnership with Unison and Ngwala Willumbong Aboriginal Corporation (Ngwala), bringing together tenancy management, multidisciplinary support and culturally responsive practice.

Mission

Wombat supports people who are experiencing, or are at risk of, homelessness in Melbourne's western suburbs. We deliver high-quality support services and advocate for reduced homelessness and a fair, accessible housing system.

Wombat's services include:

- support and advocacy for social housing renters;
- support programs for people engaged with Youth Justice and Child Protection; and
- transitional support for families, individuals and young people.

Our workplace culture is characterised by:

- innovation and the thoughtful integration of new programs;
- accessible, transparent, fair and equitable services;
- culturally responsive practice and respect for language diversity;
- age-appropriate services for children, young people, adults and older people;
- collaborative, cross-program service delivery;
- positive and purposeful change;
- accountability, curiosity and reflective practice;
- active listening and consideration of different perspectives;
- a workforce diverse in experience, age and ability;
- recognition of staff contribution and a strong commitment to wellbeing; and
- a flexible and supportive work environment.

Wombat is an equal opportunity employer committed to a safe, inclusive and respectful workplace. We encourage applications from First Nations peoples, people with disability, people from culturally and linguistically diverse backgrounds, and LGBTQIA+ people.

Wombat is a child-safe organisation and complies with the Victorian Child Safe Standards.

2. Program Overview

Make Room is a supportive housing program for people experiencing rough sleeping or chronic homelessness in the City of Melbourne. It provides secure accommodation for up to 12 months, or until a longer-term housing outcome is achieved. Unison provides tenancy management, while Wombat and Ngwala deliver integrated, place-based support to help renters establish and sustain their tenancy. Ngwala leads culturally safe support for First Nations renters and community members. The service model promotes tenancy sustainment, renter-defined wellbeing and connection, early identification of risk, and clear accountability across housing and support partners.

3. Position Overview

Position title: Make Room Engagement Worker

Position purpose: The Engagement Worker provides responsive, relationship-based support to Make Room renters. The role combines assertive engagement, practical assistance, triage, referral, incident response and community participation to promote tenancy sustainment, wellbeing, safety and social inclusion.

Scope: Working collaboratively and from a person-led approach, the Engagement Worker responds to the range of needs affecting people who have experienced homelessness, including mental health, alcohol and other drug use, disability and family violence. The role manages competing demands in a crisis-responsive accommodation environment, builds community partnerships, and develops creative opportunities for renters to shape the social and community life of Make Room beyond formal case management.

Reporting and accountability: The Engagement Worker reports to the Make Room Team Leader, who is accountable to the Program Manager.

Support and supervision: Day-to-day support is provided by the Team Leader. The role also participates in regular one-to-one supervision and group reflective practice.

Classification: Social and Community Services Employee Level 4, pay point 4, under the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award) and the applicable enterprise agreement.

4. Key Responsibilities

- Engage directly with Make Room renters using assertive engagement, rapport building and person-led practice.
- Provide practical, short-term assistance and support renters to understand and exercise their rights and responsibilities.
- Monitor support needs, triage concerns, and coordinate timely referrals to internal and external services.
- Promote therapeutic interventions, access to health and treatment services, and opportunities for social inclusion and participation.
- Respond to critical incidents and behaviours of concern in accordance with Wombat policies, procedures and escalation requirements.
- Complete day-to-day operational tasks that support the safe and effective operation of Make Room.
- Develop creative engagement strategies that enable renters to shape the social and community life of Make Room beyond formal case management.
- Build and maintain community partnerships, referral pathways and working protocols that improve renter outcomes.
- Foster a collaborative, inclusive, accessible and safe workplace that values diversity.
- Deliver high-quality services, comply with relevant standards and contribute to good practice in a fast-paced, crisis-responsive environment.
- Maintain productive relationships with internal and external stakeholders to advance shared goals, projects and effective governance.
- Perform duties in accordance with Wombat's philosophy, policies, work practices and protocols.
- Participate in the Duty Response, including responding to online enquiries.
- Participate in individual and team case-management forums, support meetings, team meetings, staff meetings and other internal meetings.
- Work collaboratively with other Wombat programs and participate in organisational working groups.
- Attend external meetings as determined by the Team Leader.

- Maintain accurate, timely information, data, case notes and recording systems.
- Network with other agencies to advance the interests of Make Room renters and other Wombat service users.
- Prepare written reports and contribute to the development of Wombat policies, programs and procedures.
- Represent Wombat and the interests of people experiencing homelessness in Melbourne's west, in consultation with the Team Leader and Program Manager.
- Undertake other reasonable duties within the scope and classification of the role, as directed by the Team Leader, Program Manager or CEO.

5. Employment Conditions

Position title: Make Room Engagement Worker

Classification and remuneration: Social and Community Services Employee Level 4, pay point 4, under the SCHADS Award. Remuneration will be in accordance with the applicable pay point and the Wombat EBA 2016, subject to applicable minimum entitlements.

Eligible employees may access salary packaging in accordance with legislation and organisational policy.

Reports to: Make Room Team Leader

Employment fraction and hours: Full-time, 1.0 FTE, 38 ordinary hours per week (7.6 hours per day). Actual working arrangements are determined in accordance with operational requirements, the applicable industrial instrument and the employment contract.

Conditions: Employment conditions are governed by the Wombat EBA 2016, the National Employment Standards and the SCHADS Award, as applicable. Current organisational benefits include:

- five weeks' paid annual leave per year, pro rata for part-time employees; and
- grace and favour days between Christmas and New Year, in accordance with the EBA.

Probation: A six-month probationary period applies.

Pre-employment screening: Employment is subject to satisfactory National Police Record and Working with Children checks. Candidates who have lived overseas for more than 12 months during the preceding 10 years will also be required to provide an international police check before commencing. The successful candidate must disclose any previous misconduct or formal disciplinary action, as required.

Health and safety requirements: Employees must comply with lawful public health directions and Wombat's health, safety and infection-control requirements.

Work location and travel: The position includes outreach and local travel. A current Victorian driver licence is required.

6. Application and Selection

Key Selection Criteria

- A relevant tertiary qualification in social work, community development or a related discipline, or equivalent experience in housing, mental health, disability, homelessness or welfare services.
- Demonstrated experience working with people who have experienced homelessness and may have multiple and complex support needs, together with a sound understanding of the issues affecting people experiencing homelessness.
- Ability to establish respectful professional relationships and maintain clear boundaries with renters, colleagues and partner organisations.
- Demonstrated interpersonal skills, including conflict resolution, negotiation and effective communication with people from diverse social and cultural backgrounds.
- Openness to self-reflection, feedback, learning and development as part of a team.
- Proven organisational skills, including the ability to work independently and collaboratively while managing varied, high-priority tasks within limited timeframes.
- Current Victorian driver licence.

Manager	Employee
Signature: _____	Signature: _____
Date: _____	Date: _____