February 2024

Initial Assessment and Planning Worker (IAP)

What we do

wayss deliver funded services and programs for family violence homelessness and are the largest provider of housing and in the Southeast Region including the local government areas of Greater Dandenong, Frankston, Casey and Cardinia.

We are committed to:



Our values

We are:

- **Compassionate, inquisitive, and non-judgmental in the way we work**
- **Courageous and not afraid to speak up when it matters**
- **Thoughtful and intentional in what we want to achieve**

Why we exist

Our purpose is to provide safe housing and support options for the people in our community experiencing family violence, housing insecurity and homelessness.

Our vision is that people we support have a safe home and freedom from discrimination and violence.

The role

wayss provides the Homelessness Access Point in the Southern region for people experiencing or at risk of homelessness. The access point provides initial assessment, planning (IAP) and service referrals, as well as securing crisis and longer term housing options for people. It is often the initial contact point for people experiencing or at risk of homelessness who may then be referred on to one of the comprehensive service responses provided by wayss or other community service providers. wayss access point is a high demand service often responding to the needs of vulnerable people in immediate crisis with complex needs.

Reporting to the Team Leader Access Point you will provide, information, assessment and referrals to support families, couples and individuals who are in housing crisis to access short, medium and longer term, secure and affordable accommodation.

Duties include:

- Assessing the housing and support needs of individuals and families presenting for assistance
- Facilitating referrals to appropriate accommodation, housing, health, support and material aid services
- Undertaking risk assessments and safety planning with clients and accompanying children
- Assessing eligibility and facilitating access to Housing Establishment Funds (HEF)and other brokerage programs
- Advocating and liaising on behalf of clients with a range of services including Centrelink, real estate agents and private landlords
- Assisting clients to address the underlying factors contributing to their homelessness
- Empowering clients through a strengths-based model of practice
- Providing culturally appropriate and inclusive support that meets the needs of clients
- Promoting the rights, responsibilities and dignity of clients
- Networking with other service providers and programs
- Other reasonable duties as required.

About you

You will have:

- Appropriate tertiary qualifications in Social Work, Social or Behavioural Science, or other relevant disciplines
- Relevant skills and experience in working effectively and sensitively with a diverse client group with complex needs
- Demonstrated ability to respond quickly and sensitively to the immediate needs of clients
- Relevant experience working in the community services sector
- An understanding and commitment to the social and political context of homelessness
- Good written and verbal communication skills
- Sound working knowledge of SHIP or other client information management systems
- Sound working knowledge of Microsoft Office and ability to use standard office equipment, computer systems

This role requires a current Driver's Licence and valid 'Employment' category - Working with Children Check. The candidate will need to have successfully completed wayss pre-employment screening, and a police check.

What is important to wayss must be important to you

- At wayss, we embrace a culture of diversity and inclusion within our workforce and approach to service delivery. We are responsive to the needs of Aboriginal and Torres Strait Islander people, people from LGBTIQ and culturally and linguistically diverse communities, people living with a disability and people of all ages. wayss is proud to be Rainbow Tick Accredited and welcomes everyone across the LGBTIQ community.
- We encourage people with lived experience to apply for roles at wayss.
- wayss is committed to being a child safe organisation. wayss has a zero tolerance of any abuse or maltreatment of children and young people. Every person who is part of the organisation must treat the rights, interests and safety of children and young people as paramount.
- wayss values the voices of our clients. We recognise that we deliver higher quality and safer services when we hear from people with lived experience. We are committed to providing opportunities for clients to participate and provide feedback on our service design and delivery.
- wayss aligns with the MARAM framework and ensures our services are effectively identifying, assessing and managing family violence risk.
- wayss is committed to the health, safety, and wellbeing of its staff. wayss and its staff must comply with a range of statutory requirements, including equal opportunity, occupational health and safety, privacy, and trade practice.

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