

POSITION DESCRIPTION

Position title	Neighbourhood Enhancement Worker	Reference	NEW-HSS-ASP
Award & Classification	SCHADS Award Level 6	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Senior Program Manager
Location	Alice Springs	Program	Housing Support Services
Section	Housing Support Services	Cost Centre	
Approved	Executive Manager – Homelessness and Social Inclusion	Date	10 July 2017
Comment			

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

As the Neighbourhood Enhancement Worker you will work with clients and tenants in the complexes at 103 – 107 Bloomfield Street and the units at 10 Bath Street to foster community participation and develop a safe and vibrant neighbourhood through:

- Providing opportunities to meet with residents and facilitating discussion to identify issues and strategies to build a safe environment for families and a strong sense of community.
- Forming a tenants' reference group and working alongside the reference group.
- Arranging events such as social gatherings, organising information sessions and workshops and producing monthly newsletters.
- Facilitating group Life Skills and Tenancy Skills Development training.

Anglicare's Housing Support Services currently include:

- Transitional Housing Program (THP).** This program supports people experiencing homelessness who are on the public housing wait-list. To enable their participation in the program accommodation is provided. There are 17 one bedroom units at 10 Bath Street for singles and couples and 27 two bedroom units at 107 Bloomfield Street for families with children.
- Tenancy Support Programs (TSP).** These programs provide support to tenants in urban dwellings and town camps to assist clients establish successful tenancies and reduce risk of eviction

Clients in THP and TSP are provided with case management support to address underlying issues. Life Skills and Tenancy Skills development training is also provided to assist clients in gaining the skills to achieve sustainable tenancies.

Community Housing Program. The Community Housing Program consisting of 22 two bedroom units at 103 – 105 Bloomfield Street, is due to commence in 2017 to provide long-term affordable housing for people on low to moderate incomes.

The Neighbourhood Enhancement Worker will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's specialty area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a tertiary qualification in an appropriate discipline with 2 years experience in neighbourhood renewal or community development. If you do not currently have a qualification you must be willing to undertake relevant studies.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome
4. First Aid Certificate or willingness to obtain within 3 months
5. Northern Territory Drivers Licence

KEY SELECTION CRITERIA

1. Experience in a community development related field, preferably in neighbourhood renewal or a community services working environment.
2. Demonstrated ability to engage community, make decisions, solve problems and establish work priorities.
3. Ability to work collaboratively with stakeholders and allied services such as children's service providers (eg playgroups), Family and Children's Services and schools.
4. Well-developed verbal and written communication skills.
5. Demonstrated experience in working independently as well as part of a team.
6. Demonstrated willingness to participate in supervision, reflect on practice, review performance and adhere to work plans and reasonable workplace directives.
7. High level of discretion and sound judgment, with confidential and sensitive information.
8. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
9. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. Accountability: Specific

- Facilitate meetings and discussion where residents can offer suggestions to develop a safe and positive neighbourhood environment.
- Facilitate the establishment of a tenants reference group and supporting the group in their representation of tenants.

- Liaise with residents and the reference group to gain consensus on which goals and strategies they would wish to achieve as a community and provide support to achieve them.
- Liaise with prospective applicants of Community Housing providing advice and information about the service and their application.
- Provide group training sessions in Life Skills and Tenancy Skills Development for clients of Housing Support Services.
- Arrange events such as information sessions, workshops on topics such as 'sustaining a tenancy', social gatherings and celebrations such as 'neighbourhood day'.
- Collaborate with team members, property manager, residents and other stakeholders such as children's services, Centrelink Community Engagement Officers and schools and facilitate access to other services to provide on-site services such as playgroups.
- Meet with prospective tenants, provide information about Community Housing and liaise with them through the application process.
- Provide support, direction and supervision to the life skills trainer.
- .Conduct an annual review of the Community Housing program.

Responsibilities:

- Develop and maintain effective working relationships with other organisations and individuals.
- Record up-to-date notes, maintain files, input data and undertake routine administrative duties as required.
- Participate in team meetings and team development, contributing to a supportive and collaborative team environment.
- Participate in a focus or working group. Examples of working groups include Greening 101 work to promote environmentally sustainability in the office and in client support. There are also opportunities to represent Anglicare in interagency networks and reference and action groups.

2. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.

- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).