

SOUTH BURNETT CTC INC POSITION DESCRIPTION

HOUSING SUPPORT WORKER CTC YOUTH & FAMILY SERVICES

Position Type	Part Time (30 hours per week) – flexibility in how these hours are worked to meet the needs of clients – the spread of hours per weekday can range between 6:00am and 8:00pm
Program	Immediate Housing Response
Location	CTC Youth & Family Services, Lot 2 Somerset Street, Kingaroy
Reports To	Youth Services Team Leader
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO) Community Services Worker Level 3.1 (\$36.00 per hour) + salary packaging

Broad Outline of South Burnett CTC Inc (CTC)

South Burnett CTC Inc (CTC) is a not-for-profit community organisation providing support to disadvantaged people of all backgrounds and ages in areas including Foster Care, Residential Care, Youth & Family Services, Domestic and Family Violence Services, Disability Services and our Gumnut Place Social Enterprise. We provide a range of services through the South Burnett area with teams operating from Kingaroy, Wondai, Nanango and Murgon.

Program Summary

Immediate Housing Response (IHR) Singles and Couples funding provides immediate short-term temporary accommodation (for example, in hotels and motels) for singles and couples experiencing homelessness or at imminent risk of homelessness. The program also supports clients proactively to facilitate the transition to safe and secure housing through home ownership, the private rental market, or the social housing system.

Position Summary

The program employs one Housing Support Worker to provide support to clients and in consultation with the Team Leader, utilise the brokerage component.

Emergency brokerage is provided to:

- Deliver an immediate, short-term temporary accommodation response to people who are experiencing or at imminent risk of homelessness and who have no other alternative accommodation or housing option
- Assist people who are placed into this temporary accommodation to stabilise their situation and transition to longer-term housing

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Support is provided to:

- Deliver and coordinate appropriate case management services to people in short-term temporary accommodation to assist them sustain their temporary accommodation and pro-active assistance to transition to safe and secure housing
- Assist in the distribution of the brokerage, including securing short-term temporary accommodation for households

Attributes required to meet the responsibilities of the position

Qualifications/Industry Experience/Licences

- Qualifications in community work, community development, human services or similar
- Experience in community engagement, social work or similar
- Experience navigating rental, housing, employment assistance and Centrelink systems is desirable
- Demonstrated engagement skills with complex clients
- Queensland Driver's Licence
- First Aid and CPR certificates

Screening

- Working with Children Blue Card
- NDIS Worker Screening Check
- Ability to meet and maintain any other current or future legislative benchmark requirements and government or organisation mandates

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support

Time Management and Accountability

- Time management and IT competency to ensure all case notes and other responsibilities/deadlines are met and to ensure that client files are kept up to date within 24 hours on a database

Responsibilities of the Position

A broad outline of the responsibilities position includes

- Engage with clients, ensuring they feel heard and respected
- Actively work to support singles and couples who are homeless through brokerage and support
- Utilise brokerage to access short-term, immediate accommodation (such as hotels, cabins)
- Work collaboratively with short-term accommodation providers and the client to make this accommodation a success
- Develop a plan with the client and walk alongside them to complete their plan
- Help clients develop skills which allow them to succeed in obtaining and keeping safe and secure accommodation
- Help clients to submit forms professionally to the Housing Service Centre, to private Real Estates, Tenancy organisations or any organisation that can help make their housing a success
- Process Queensland Homelessness Information Platform (QHIP) referrals, checking daily and actively following through
- Complete the Tenancy Skill Training and assist clients to do the same

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- Support clients through headleases, private rentals, shared housing or public housing to gain safe and secure housing
- Assist clients to establish their new property
- Maintain accurate case notes and support plans
- Network with internal and external services as required
- Provide 'wrap around' supports for clients in areas that may impact their housing circumstances

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Youth & Family Services Team as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - CTC Staff Code of Conduct
 - NDIS Code of Conduct
 - CTC Code of Conduct for Working with Children and Young People

Performance Support and Reviews

- Regular 1:1 supervision with the Youth Services Team Leader
- External supervision as required
- Performance will be reviewed within an initial 6 month probation period and then on an annual basis according to the details of this and any revised position descriptions.

Confirmation of Understanding and Agreement with the Position Description

I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role

Staff Member Name: _____

Staff Member Signature: _____ Date: ____/____/____