

POSITION DESCRIPTION

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| Position Title: | Housing Support & Outreach Worker |
| Reports To: | Regional Housing Support and Outreach Coordinator; or Regional Community Housing and Support Manager |
| Supervising: | N/A |
| Liaises with: | Housing and Outreach Team, Finance department, other Wintringham staff and outreach clients. |
| Location: | Geelong Office 35/3 Cranwell Court, Highton VIC 3218 |
| Classification: | Wintringham EBA |
| Hours: | Part Time |

Program Description:

The Housing Support & Outreach Worker will be responsible for intake and assessment of elderly homeless people residing in parts of the Barwon Region, Hume Region, Loddon Mallee and Grampians Regions

Wintringham's program is targeted at frail, older people over 50 years of age.

The Worker will assist clients to find appropriate services and housing including linking into longer term Wintringham supports. The Worker will assist clients to maintain and sustain their tenancy.

The Worker aims to prevent the premature institutionalisation of elderly homeless men and women through the provision of housing, information, referral and advocacy and the distribution of Flexible Care Funds.

Wintringham staff must work in partnership with clients and residents to achieve mutually agreed outcomes. It is expected that staff will modify their approach to suit the needs of the individual and maintain a harmonious relationship with clients and residents whenever possible.

The position is responsible for the following areas:

Locate people residing in at risk accommodation or are homeless;

- Identify accommodation settings where the client population are located; for example such as rooming houses, private hotels, pubs, crisis accommodation services and sleeping rough.
- Engage and develop a relationship of trust with potential clients.



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- Provide immediate, flexible and practical assistance to help overcome pressing needs or crises being experienced by client.

Provide a point of contact for elderly people who wish to access accommodation;

- Assess potential clients, taking into account their history, circumstances and preferences. Respond flexibly to the clients needs and identify appropriate solutions in consultation with the client.
- Provide pro active and immediate support to older people who are at risk of homelessness, or become homeless due to the closure of their accommodation, including pension level supported residential services and rooming houses.
- Coordinate the referral, nomination and housing support to a number of clients living in transitional housing properties, assisting them to obtain long-term accommodation and support services.
- Assist clients to obtain and maintain stable long term housing.
- Pro actively assist people to secure appropriate housing, in partnership with relevant service providers, such as a homelessness service providers and Transitional Housing Managers.
- Assist clients entry into public housing who are eligible under the Office of Housing Segmented Waiting List Early Housing Criteria.
- Accommodation can include crisis accommodation, transitional housing, long-term, permanent accommodation, Home Care Packages and Residential Accommodation provided by both Wintringham and other external service providers.

Maintain the independence of residents who are financially disadvantaged and socially isolated;

- Encourage and support the client group to make decisions regarding their use of services and to manage their own health and welfare needs.

Prevent the premature admission of residents into residential care;

- Enhance the social contact of isolated clients by providing social support or linking and referring them into social and recreational activities.
- Ensure clients obtain access to additional health, welfare and home care services by providing referrals and case management assistance.
- Provide information to clients about available services, including an explanation of all fees charged by services they may be referred to.
- Assist in enhancing responsiveness of local service providers to the needs of the target group and the achievement of sustainable improvements in the quality of service delivery.
- Develop effective working relationships with other key service providers such as Community Connection Program (CCP), Home and Home Care Services, Aged Care Assessment Services, My Aged Care and other Health and Community services.



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- Identify barriers which prevent access to home care programs for marginalised/homeless older people and develop strategies to overcome these.
- Identify gaps in current service provision and make recommendations for future programs which could be developed by Wintringham or the local community.

Treat all clients with dignity and respect and uphold the fundamental principles of “Options Rights Dignity” which underpins all of Wintringham’s work;

- Ensure confidentiality is maintained at all times.
- Ensure service provision is of a high standard, relevant to a client’s assessed needs and culturally and gender sensitive.
- Pursue any complaint about services without retribution.
- Keep statistics and data as required.

Uphold Wintringham’s quality system;

- Develop care plans, complete Personal Outcome Measures, maintain electronic client records and paper files in the PD.
- Meet for Supervision on a regular basis.
- Participate in staff meetings as required.
- Managing the allocation of Flexible Care Funds to directly provide, broker or purchase services and assistance to meet a pressing need or overcome a crises and to ensure financial accountability.
- Complete a monthly Petty Cash reconciliation in strict accordance with Wintringham’s policies.
- Complete reporting as required.
- Perform other duties as directed by the Manager from time to time.
- Be aware of relevant legislative standards and guidelines.
- Proactively assist with the maintenance of Wintringham’s Quality Improvement System and to accept responsibilities as defined in the relevant policies and procedures.
- Pursue relevant on-going professional development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.

Health & Safety Responsibilities:

As a Wintringham employee you have the following responsibilities under the OHS Act 2004.

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures



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- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

Qualifications:

Mandatory

- First Aid Certificate Level 2.
- Current drivers licence.
- An approved tertiary qualification in Social Work, Social Sciences or Welfare.

Skills/Experience:

Essential

- A commitment to social justice.
- Commitment to older, homeless people.
- Outreach skills including the ability to locate and establish rapport with both socially isolated people and people with challenging behaviours.
- An understanding of the principles of duty of care and privacy, and the ability to implement these principles in day to day practice with clients.
- Ability to implement systems that will underpin key tasks, particularly those related to case management and data collection.
- Skills in Assessment and Case Management.
- Skills in crisis response.
- Flexibility and a willingness to provide practical assistance to clients.
- Effective networking skills - ability to strategically work with and influence local service systems to improve responsiveness to the client group.
- Awareness of and respect for difference in cultural backgrounds and value systems of the clients.
- Excellent written and verbal skills.
- Ability to undertake administrative tasks including computer work, filing, case notes and client records.

Desirable

- Information and referral skills and a knowledge of the aged care, housing, community health and homeless service systems.
- Knowledge of issues associated with ageing.
- Ability to work with people with complex needs including alcohol and drug dependence, psychiatric disability and acquired brain injury.
- Knowledge and experience of housing services in Victoria including Public Housing and Transitional Housing Management.



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- Knowledge and experience with the Office of Housing Early Housing Wait List system.
- An understanding of the current VCAT/Residential Tenancies Act 1997.
- Demonstrated experience in program development & data collection.
- Ability to work independently and manage, plan and organise one's own work.
- Ability to work as part of a team.

Appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE'S NAME _____

SIGNED _____ DATE _____

