

POSITION DESCRIPTION

Position Title:	Assistance with Care and Housing (ACH) Outreach Worker
Reports To:	Coordinator Geelong and Creswick Sites
Liaises with:	Housing and Homelessness Support Manager, Housing and Outreach Team, Home Care Package Team, external service providers, other Wintringham staff, residents and outreach clients.
Location:	Grampians Office Albert Street, Creswick VIC
Classification:	Wintringham EBA
Hours:	Part Time

Position Summary:

Wintringham provides housing, support and aged care services to those who are over 50 years old, and have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promotes an empowerment of care model, therefore Wintringham staff must work in partnership with clients and residents to achieve mutually agreed outcomes.

The ACH Worker will assist clients to find appropriate psycho-social and health services including housing, and will advocate on behalf of clients to other Wintringham programs and services.

The position will also ensure that service delivery practices are consistent with Wintringham's philosophy, values and mission.

Responsibilities/Duties

Case Coordination and Support of Older Persons, who are homeless or at Risk of Homelessness

Provide a quality case coordination service to enable clients to age in place, and prevent premature admission to residential aged care.

- Respond to referrals from *myagedcare*, the Homelessness Entry Point and other services to provide an outreach service to people aged 50 years and over who require assistance with their care and housing.



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- Provide a point of contact for people aged 50 years and over, who are homeless or at risk of homelessness who require support and case coordination.
- Enable clients to access housing options that are affordable and secure including public housing, community housing and the private rental market.
- Advocate for priority access for clients who have suffered discrimination, institutionalisation and disadvantage to other services including other Wintringham programs.
- Source resources to enable clients to access the private rental market, including bond applications, rent in advance and brokerage to enable clients to establish their households.
- Remain aware and up to date on other services to enable clients can be referred for their health, safety and financial needs.

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 is culturally and gender sensitive.
- Pursue any complaint about services without retribution.
- Keep statistics and data as required.

Uphold Wintringham’s quality system

- Develop support plans, complete and maintain electronic client records and paper files.
- Actively participate in regular supervision.
- Actively participate in staff meetings.
- Complete reporting as required.
- Report incidents in accordance with guidelines and Wintringham Policy and Procedures.
- Be aware of relevant legislative standards and guidelines including the Charter of Aged Care Rights and the One Aged Care Quality Standards..
- 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.



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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
- 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.

KEY SELECTION CRITERIA

Skills/Experience:

Essential

- A commitment to social justice for older people experiencing homelessness.
- 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.
- Knowledge of the housing service system including Public Housing, Community and Transitional Housing Management.
- Knowledge of the Department of Fairness, Families and Housing, including the Victorian Housing Register.
- Ability to undertake assessments of clients needs and develop relevant support plans in partnership with clients.
- Understand and experience working within a crisis intervention model.
- Flexibility and a willingness to provide practical assistance to clients.
- Awareness of and respect for difference in cultural and diverse backgrounds.
- Ability to work independently and manage, plan and organise ones own work.
- Ability to work as part of a team.

Desirable

- Knowledge of issues associated with ageing.
- Experience working with people with complex needs including alcohol and drug dependence, psychiatric disability and acquired brain injury.
- An understanding of the current VCAT/Residential Tenancies Act 1997..
- Demonstrated experience in program development & data collection.



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Qualifications:

Mandatory

- An approved tertiary qualification in Social Work, Social Science, Nursing or equivalent.
- First Aid Certificate Level 2.
- Current drivers licence.
- NDIS check or have a Working with Children Check

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 _____

