

## POSITION DESCRIPTION

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<b>Position Title:</b>	HHS - Casual Housing Support/Case Worker
<b>Reports to:</b>	Housing and Homelessness Support (HHS) Coordinator
<b>Supervising:</b>	N/A
<b>Liaises with:</b>	Wintringham Staff and Management, External Community and Health Services
<b>Location:</b>	Various sites across Melbourne Metro area
<b>Classification:</b>	Wintringham EBA
<b>Hours:</b>	Casual

### **About Wintringham**

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

Wintringham promote a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for elderly people, respecting their individuality, whilst working to achieve equality and social justice.

### **Position Summary**

Wintringham has numerous independent living residential sites across Melbourne metro. The clients targeted by Wintringham include financially and socially disadvantaged frail, elderly men and women who are homeless or have a history of insecure accommodation.

The HHS – Casual Housing Support/Case Worker will work collaboratively with Coordinators, other Case Workers and Housing Support staff, and other members of the multi-disciplinary teams to ensure a cohesive team culture is maintained.

The objectives of the Housing Support/Case Worker position are to:

- Offer housing and support to clients living at home to assist them to remain living independently in the community for as long as possible
- Assist clients to maintain the lifestyles of their choice whilst maximising their health and well-being
- Address issues of social isolation for clients



- Assist clients to maintain their tenancies and long-term accommodation and therefore prevent premature entry to residential aged care

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

### **Responsibilities/Duties**

- Support clients using techniques, principles and frameworks including:
  - Harm reduction and brief intervention
  - Motivational interviewing and coaching
  - Trauma informed practice
  - Conflict resolution
  - MARAM
  - Housing First
- Work collaboratively with clients to create a meaningful life, supporting them through a staged approach to independent living, community engagement and recovery which encompasses:
  - Developing daily living, self-care, mental and physical health self-management skills
  - Understanding and managing their personal safety and well-being
  - Implementing a harm minimisation approach to drug and alcohol use
  - Supporting and developing skills in incident and crisis self-management
- Support clients to identify strengths, create individual case plans, and to increase skill and capacity development
- Facilitate and encourage the engagement and maintenance of natural supports
- Work with clients by linking and referring them into clinical services and social and recreational activities
- Assist clients to maintaining their tenancy by working in partnership with Wintringham's Tenancy Management team
- Ensure clients obtain access to Commonwealth Home Support Program (CHSP), Home Care Packages (HCP) and National Disability Insurance Scheme (NDIS) by providing referrals and case management assistance.
- Complete and review client file documentation across program areas to ensure the timely and accurate recording of information and monitor service delivery for quality
- Assist in enhancing responsiveness of local service providers to the needs of clients, and the achievement of sustainable improvements in the quality of service delivery
- Respond to client feedback and complaints in line with Wintringham policy and procedures
- Utilise relationships within sectors to assist access into other services and systems
- Promote a non-institutional philosophy within the programs by recognising and promoting the rights of Wintringham clients



- Create and contribute to a welcoming and culturally safe environment for clients and staff
- Ensure our duty of care to both clients and staff is complied with at all times
- Ensure privacy and confidentiality is adhered to at all times.

### **Finance and Administration**

- Document and monitor income and expenditure against budget expectations including clients brokerage funds.

### **Quality**

- Actively participate in team meetings, supervision, reflective practice, and practice development across the portfolio if required.
- Pursue relevant ongoing professional development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities
- Maintain electronic client records and complete reporting as required
- Report incidents in accordance with guidelines and Wintringham Policy and Procedures
- Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham's quality systems
- Understanding responsibilities in relation to the role as defined in the relevant policies and procedures
- Practice open communication and proactively participate in problem solving, where issues or areas of disagreement arise
- Other duties as directed.

### **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**



- Experience in a Support Worker role in Intensive Case Management with specific training and/or experience in: AOD Mental Health and Family Violence or Homelessness services
- Proven commitment to excellence, accountability and innovation in best practice service delivery in the fields of homelessness and housing support
- Knowledge of Commonwealth and State government policies, standards and compliance requirements
- Commitment to the organisation and its philosophy of social justice
- Well-developed communications skills and the ability to engage with people from varying backgrounds
- An understanding of the Housing and Homelessness service sector My Aged Care, NDIS and other relevant service systems.

**Qualifications:**

**Essential**

- A tertiary qualification in Social Work, Welfare, Community Services or a related discipline, or extensive experience working within the homelessness or community services sector
- First Aid Level 2
- Current Driver's Licence

**Desirable**

- Understanding of MARAM

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance 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 \_\_\_\_\_

