Wintringham

Ref: HRM PD

POSITION DESCRIPTION

Position Title:	Housing and Homelessness Support Worker (Tasmania)
Reports to:	Housing and Homelessness Coordinator (Tasmania)
Supervising:	N/A
Liaises with:	Wintringham Staff and Management. External Community and Health Services.
Location:	Southern Tasmania Office 18 Wentworth St, Bellerive TAS
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 promote an empowerment of care model, therefore Wintringham staff must work in partnership with clients and residents to achieve mutually agreed outcomes.

The Housing and Homelessness Support Worker will be a member of the Tasmanian Homelessness and Housing Support Team. Working within the Housing Connect framework, Wintringham's Housing and Homelessness Support Workers will work to provide a mix of light touch (Level 1), Coaching (Level 2 and 3) and Tenancy support for those already housed.

This position will work collaboratively with the other support workers and teams to ensure a collaborative team culture is maintained. The position will also ensure that service delivery practices are consistent with Wintringham's philosophy, values and mission.

Responsibilities/Duties

- Manage a mixed case load of clients both residing in Housing Tasmania housing, and currently experiencing homelessness.

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- Work with clients by linking and referring them into clinical services and social and recreational activities.
- Ensure clients obtain access to Home Care Packages (HCP) and NDIS supports by providing referrals, service navigation and case management assistance.
- Review client file documentation across program areas to ensure the timely and accurate recording of information and monitor service delivery for quality.
- 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.
- Ensure our duty of care to both clients and staff is adhered to at all times.
- Ensure privacy and confidentiality is adhered to at all times.

Finance and Administration

- Monitor income and expenditure against budget expectations including client brokerage funds.

Other

- Actively participate in team meetings and take an active role in practice development across the portfolio.
- Pursue relevant on-going development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.
- 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

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Skills/Experience:

Essential

- Experience as a support worker in homelessness or intensive case management 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.
- Knowledge of and commitment to Continuous Quality Improvement.
- 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, Psychology, Welfare or experience working in the homelessness or relevant community services sector.
- First Aid Level 2
- Current Driver's Licence

Desirable

- Specific training in working with people requiring Family Violence, AOD or Mental Health services and supports

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.

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POSITION DESCRIPTION

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_____

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