

POSITION DESCRIPTION

Position	Aboriginal Private Rental Assistance Program- Plus Worker
Reports to	Team Leader – Community Engagement
Direct Reports	N/A
Status	.5 EFT
Location	Western Melbourne – Brimbank Melton

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 600 staff and delivers more than 70 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non-Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

VACCA is implementing cultural therapeutic ways which is an agency wide framework that underpins our work with the community, our clients and staff

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

PROGRAM AREA

The Aboriginal Private Rental Assistance Program (APRAP) program is a fundamental program response to reducing Aboriginal homelessness in Victoria.

APRAP is intended to enable early intervention and provide holistic support to vulnerable Aboriginal households who are homeless, or at risk of homelessness within our community. The program works to secure and sustain housing in the private rental market.

Delivered in a culturally appropriate manner APRAP will provide advice, advocacy and both financial/practical assistance tailored to the needs of each household.

POSITION SUMMARY

The APRAP Plus Worker is an outreach position that will work directly in, and with community. It will provide additional support to households to establish or maintain their housing and ensure client and household needs are met holistically.

This position is also responsible for time limited outreach intervention for households living in or entering private rental tenancies and will provide additional support to households to establish or maintain their housing.

The APRAP Plus Worker will work closely with the Private Rental Broker.

KEY RELATIONSHIPS

Internal: VACCA Family Violence services, Housing & Homelessness, Emergency Support, Administration teams, and all other staff as relevant.

External: Local Real Estate Agents/Property Management Services, Aboriginal Community Controlled Organisations, Mainstream Service Delivery Organisations, Private Landlords, Victorian Civil and Administration Tribunal

KEY SELECTION CRITERIA

- Demonstrated understanding of, and commitment to, the values that underpin VACCA' vision and purpose and the capacity to work independently and within a team environment.
- Demonstrated awareness and appreciation of Aboriginal societies and cultures, and commitment to continually build knowledge of such, along with a high level of awareness of the key issues which impact upon Aboriginal communities
- Demonstrated experience in working and engaging with Aboriginal families and children
- Knowledge in, or capacity to acquire skills in tenancy matters and remain up to date on tenancy/housing legislation (training provided by the Tenants Union Victoria)
- Experience within the social, housing or community sectors.

- Client outreach experience demonstrating sound risk management practices and case management delivery
- Well-developed interpersonal skills, and proven capacity to consult, negotiate and develop networks with a range of stakeholders to achieve mutually beneficial outcomes
- In-depth local knowledge of challenges facing the Aboriginal community and an understanding of the culturally diverse and case complexities that can arise.
- Knowledge and ability to understand and respond to the needs of individuals and households experiencing homelessness or at risk of homelessness
- Demonstrated experience in a client-focused role with the ability to deliver exceptional customer service and meet the diverse needs of clients
- Demonstrated task and time management skills with the ability to organise multiple activities, meet deadlines and function independently
- Highly developed administration skills including database management and use of the Microsoft Office Suite

QUALIFICATION

- A TAFE or tertiary qualification in a relevant field along with proven demonstrated experience is desirable

REQUIREMENTS

- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.

Please note: This is an Aboriginal and/or Torres Strait Islander designated position, classified under Section 12 Special Measures of the Equal Opportunity Act 2010. This employment opportunity is only available to Aboriginal and Torres Strait Islander people

POSITION ACCOUNTABILITIES

- Co-design individually tailored support and housing to enable clients to successfully transition into and sustain private rental tenancy
- Support clients to address support needs which have contributed to their homelessness
- Educate and assist with private rental applications
- Establish links and identify referral pathways to community supports, resources, including financial counselling services, education, training and employment supports
- Explore and maintain pathways with education, community recreation and support services
- Attend inspections with clients, role modelling communication and presentation at inspections.

- Develop a support plan with the client to address issues that are causing or have the potential to cause tenancy breakdown.
- Assist the client to liaise and negotiate with real estate agents, including understanding rental ledgers and reporting maintenance.
- Actively engage with appropriate organisations to address the underlying issues that are causing the tenancy to be at risk.
- Advocacy including providing support at VCAT, negotiating agreements with real estate agents, and supporting tenants whose tenancies are at risk.
- Attend pre-vacating inspections, addressing issues to prevent blacklisting on TICA (tenancy database)

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract and policy requirements in your day to day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events
- Undertake other duties as directed

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.

