

# Tenancy Facilitator, Vincentian House – Homelessness and Housing Services

## Position Description

<b>Directorate:</b>	Vinnies Services
<b>Reports to:</b>	Accommodation Manager, Vincentian House
<b>Direct reports:</b>	NIL
<b>Location:</b>	Based within the geographical region of the Service Package or Service
<b>Primary position objective:</b>	Provide access and support to Temporary Accommodation (TA) clients who are residing at Vincentian House and to assist TA clients to access available housing options in a time limited fashion with the aim of rapid rehousing. Central point of contact for Housing NSW in relation to this project.
<i>The St Vincent de Paul Society is an Equal Employment Opportunity Employer</i>	

### Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

**Homelessness and Housing:** this team is responsible for state-wide management of excellent homelessness and housing services.

**Disability and Inclusion:** this team is responsible for state-wide management of excellent disability and inclusion services.

**Health:** this team is responsible for state-wide management of excellent health services.

**Clinical governance:** this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

**Program and Service Quality:** this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

**Service innovation and business development:** this team is responsible for service innovation and business development.

## Accountabilities and responsibilities

The Tenancy Facilitator will:

- Contribute the successful implementation of the Strategic Plan in their team.
- Work with clients in a time limited way to access appropriate alternative accommodation. Housing and accommodation are central to all client support activities.
- Conduct assessments with all clients who have been referred to the service for Temporary Accommodation.
- Continue to re-assess clients throughout their stay at the service when required or as needs change.
- Assist clients to access a range of Housing NSW products and/or private rental accommodation.
- Assist clients to submit applications for, or directly access Social or Supported Housing options, including Housing Pathways.
- Deliver, or negotiate client's access to other information and services which facilitate the client's entry into housing, based on their individual assessed needs.
- Client support may include but is not limited to; advocacy, information and advice, liaison with real estate agents/local housing office, access to internet, access/provision of transport, access and referral to other support services, activity coordination and planning. Some working offsite with clients attending house inspections, appointments etc.
- Client support should be delivered in a way that is respectful, non-judgmental and inclusive.
- Maintain client records and case notes as per best practice and service policy.
- Maintain any other relevant client records and data base.
- Demonstrate a commitment to the care and protection of children and young people and adhere to mandatory reporting guidelines under 'Keep Them Safe' and service policy.
- Attend and participate in meetings and training as directed.
- Network and relationship build with accommodation and support providers including real estates, crisis and medium-term accommodation providers, government and non-government agencies.
- Participate in the development, monitoring and review and reporting on the TA Project
- Maintain key internal and external stakeholder relationships for the benefit and progress of the project's aims.
- Report writing.
- Collection and collation of data.
- Assist Support Workers when required to conduct unit/room inspections as well as to prepare rooms for new and outgoing clients.
- Other duties related to the accommodation for clients as requested
- Follow organisational and service policy and procedure.
- Work within the Society's Code of Conduct.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

## Critical Key Performance Indicators (KPIs)

- Clients needs are met efficiently and effectively.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents are minimised in our services.

## Key working relationships

In addition to the Accommodation Manager, Vincentian House and their direct reports, the Tenancy Facilitator will foster close working relationships with:

- Manager, Property (Finance and Corporate Services);
- Support Workers (Vinnies Services);
- Facilities Coordinator (Finance and Corporate Services).

## Essential criteria

### Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 1) Deliver, or support the delivery of, high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 1) Develop an understanding and respect for and be aligned to the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 1) Contribute to the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 1) Work collaboratively with others to solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 1) Support the implementation of change.
- **Team performance:** (Level 1) Develop own performance and contribute to team performance.
- **Digital engagement:** (Level 1) Effectively participate in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 1) Contribute to generating new ideas that will improve services and ways of working.
- **Financial acumen:** (Level 1) Use the Society's resources responsibly.

### Role-specific criteria

- Relevant qualifications relating to housing or community services.
- Previous experience working in social or community housing fields or in case management.
- Ability to use innovative and creative problem solving particularly in relation to assisting homeless families and women to access housing within a limited timeframe.
- Demonstrated knowledge of issues relating to homelessness and families experiencing crisis, as well as practical knowledge relating to the Sydney rental housing market, and services offered through Housing NSW and other Community Housing Providers.
- Excellent written and oral communication skills.
- Sound computer skills.

- Ability to thrive working in an autonomous role with high level of self-motivation and efficient time management.
- Knowledge of legislated mandatory reporting in relation to the care and protection of children and young persons.
- NSW driver licence.

## **Desirable criteria**

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Previous experience working with homeless populations.
- Knowledge and experience in working with families.
- First Senior Aid Certificate.