



## **Tenancy Facilitator**

### Position Description

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<b>Position Title</b>	Tenancy Facilitator
<b>Reports to</b>	Accommodation Manager, Vincentian House
<b>Base Location</b>	Surry Hills
<b>Primary Position Objective</b>	The position is responsible for the effective and efficient tenancy facilitation and support to families and women accessing Vincentian House's Supported Temporary Accommodation Program. The aim is to work towards achieving positive clients focused outcomes, including appropriate exit points as per the program goals and objectives.

## **St Vincent de Paul Society**

The St Vincent de Paul Society is a lay catholic volunteer-based organisation that makes a real difference to the lives of people who are forced onto the margins of society. The Society has been working in communities in New South Wales for over 131 years. Our members live and work in these communities and are there for the long haul, helping people rebuild their lives in any way possible.

Our Conferences and services are busier than ever, as more and more people struggle to make ends meet and cope with the demands of modern life. Through home visitation, a tradition that has stood the test of time for 150 years, Conference members visit people in their homes provide support, friendship and material assistance. Importantly, members also visit people experiencing deep isolation and loneliness in hospitals, prisons and detention centres.

Through our Retail Centres, we not only provide a visible port of call for people experiencing hardship, but also raise crucial funds that are injected straight back into the local community to help those people most at risk of falling through the cracks.

The Society continues to address inequality and injustice through a range of services including: homeless services; education and recreational programs; domestic violence services; assistance to migrants and refugees; clothing and assistance centres; mental health programs; vocational services for people with a disability; drug, alcohol and gambling counselling services; financial counselling; disasters recovery; rural services and food vans.

Many people's lives are pulled apart by social and economic structures that exclude them from participating fully in their community. By working with people and empowering them, the Society assists people to build the skills and capacity for sustainable change in their lives.

Telephone: (02) 9568 0262  
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Website: [www.vinnies.org.au](http://www.vinnies.org.au)  
Donation Hotline: 13 18 12

## Departmental Overview

SVDP NSW Support Services provides support for people experiencing or at risk of homelessness in NSW. It is a Special Work of the St Vincent de Paul Society of NSW and is comprised of 20 plus different programs across the state. SVDP NSW Support Services cares for single men and women, women with children, two parent families, and men with children and young men and women who are experiencing or at risk of homelessness. All our services provide case management and advocacy for each client.

Vincentian House is a 24/7 support services for families and women who are experiencing, or at risk of homelessness. This service provides accommodation support; case management support; and children's and adult activities and programs to help reduce social isolation, build independence and exit homelessness.

## Duties and Responsibilities

The Tenancy Facilitator (TF) will be responsible for providing access and support to Supported Temporary Accommodation (STA) clients who are residing at Vincentian House through a rapid rehousing support model. This position will be the central point of contact for Family and Community Services Housing NSW, in relation to the Vincentian House Supported Temporary Accommodation Program. The TF will not be case managing clients however their role will share similarities with the case management process including; carrying out assessments, case coordination and referrals, while providing direct support, information, advice and advocacy to STA clients.

### Tenancy Facilitation and Client Support

- Work with clients in a time limited way to access appropriate alternative accommodation.
- Provide support that is client focused, socially inclusive, non-judgemental and empowering, underpinned by best practice standards.
- Conduct assessments with all people referred to the service for Temporary Accommodation.
- Assist clients to access a range of Housing NSW products and/or private rental accommodation, including occasional transport support to accommodation options.
- Assist clients to submit applications for, or directly access Social and Supported Housing options, including Housing Pathways.
- Advocate and support clients to access information and advice that supports their exit out of homelessness and individually identified needs.



- Document all client interactions, service interactions and client records as per best practice and service policy.
- Maintain confidentiality according to the Society and legislation.
- Demonstrate a commitment to the care and protection of children and young people and adhere to mandatory reporting guidelines and Society child safe policy.

### Program Administration

- Attend and participate in meetings and training as directed
- Networking, advocacy and relationship building with accommodation and support providers including real estates, crisis and transitional accommodation providers, government and non-government agencies.
- Participate in the development, monitoring, review and reporting on the Supported Temporary Accommodation Program; including maintaining records and database that supports the quality assurance systems of the program.
- Maintain key internal and external stakeholder relationships.
- Contribute to regular reporting requirements, including for program control meetings.

### Team/Society

- Maintain a broad understanding of state and federal government policies, that have a direct impact on the delivery of services to people experiencing or at risk of homelessness and, as directed, assist the Accommodation Manager to any government reviews or sector development.
- Maintain good relationships with other bodies that interact with SVDP Support Services and the people we assist.
- Contribute to policy and procedural development
- Attend and actively participate in team meetings
- Work with the Vincentian House support work team to ensure smooth transition of people entering and exiting STA within the service, including preparing units for new clients and conducting unit inspections as required.
- Regularly report on program outcomes, including attending handovers, team meetings and supervision to ensure best practice communication is maintained.
- Perform other duties as may be requested from time to time;

### Employee

- Keeping up to date with current and leading client management practices in order to provider or facilitate innovate and effective practices.
- Participating in training workshops, and ongoing professional development.
- Adhere to all SVDP WHS Safety policies and procedures and meet WHS legal obligations.
- Work in a collaborative manner with all staff.
- Participate in annual appraisal process.
- Working within the SVDP NSW Support Services Code of Practice and SVDP Code of Conduct.



## Essential Criteria

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- Previous experience working in social or community housing fields or in case management
- Qualification in Social Work/Social Science/Community Welfare/Social Housing or other equivalent qualifications.
- Ability to use innovative and creative problem solving, particularly in relation to assisting families and women experiencing homelessness to access housing within a limited time frame.
- Current NSW driver's license
- Demonstrated knowledge of issues relating to homelessness.
- Sound knowledge of the social, community and private rental housing market in NSW.
- Ability to access a range of relevant community resources, particularly in the areas of drug and alcohol services, mental health, legal assistance, income support, accommodation, domestic violence and family assistance.
- Excellent written and oral communication skills, including highly developed interpersonal skills with the ability to relate positively with a wide range of people, in a variety of settings
- Sound computer skills
- Ability to thrive in an autonomous role with high level of self-motivation and efficient time management, including the ability to prioritise work/client load.
- Understanding of child protection issues, legislation and requirements.
- Willingness to work with the Ethos and Vision of the St Vincent de Paul Society.
- Current First Aid Certificate

## Desired Criteria

- Past experience working with homeless/at risk of homelessness, or marginalised client groups
- Current working knowledge of the Specialist Homelessness Sector

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer.*