

## 1. Position Identification

<b>Title:</b>	Housing Support Worker
<b>Location:</b>	Indigo Junction Service
<b>Level:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 – Social and Community Services Employee - Level 3.1
<b>Hours of Work</b>	38 hours per week
<b>Date effective:</b>	18 <sup>th</sup> May 2021

## 2. Reporting Relationships

<b>Responsible To (immediate Supervisor)</b>	Manager Karnany Resource Centre
<b>Number of Staff Positions (directly supervised)</b>	Nil
<b>Number of Staff Positions (indirectly supervised)</b>	Nil

## 3. Organisational Values

All employees are expected to work to the vision, mission and values of Indigo Junction.

### WE BELIEVE...

Everyone has the right to a safe place to live and grow.

### WE WILL...

Indigo Junction will:

- Offer safe, secure and affordable housing
- Promote independence, education and personal development
- Build capacity for social and economic participation
- Support our client's development towards self sufficiency
- Use our voice to advocate for social change

### OUR SERVICE IS...

Dedicated    Respectful    Innovative    Informed    Collaborative

#### 4. The key objectives of this position are:

- To follow and maintain quality systems and procedures.
- To provide direct client services and to coordinate the delivery of client services by Housing Support Workers.
- To develop and maintain strategic networks and relationships necessary to ensure client outcomes are optimised in accordance with Service Agreements.
- To contribute to and report on quality data collection and evaluation tools

#### 5. The key duties and responsibilities of this position are:

##### Organisational

- Operate in accordance with the Indigo Junction Policies and Procedures Manual.
- Operate within the Indigo Junction Staff Code of Conduct.
- Operate in accordance with Accommodation Support Service Agreements.
- Support Manager to compile reports on service delivery activities to be presented to the Board and CPFS.
- Coordinate referrals from designated agencies and liaise with Manager regarding case allocations.
- Provide orientation and training to new staff.
- Implement procedures and maintain data collection for Indigo Junction contract requirements.
- Other duties as directed by senior staff.

##### Client Services

- Work within IJ's Trauma Informed Care framework (training and education provided for new staff).
  - Entry – referrals from identified NAHA accommodation services
  - Intake & Assessment of client needs
- Support planning and direct service provision that may include –
  - Support to decide on and source suitable accommodation
  - Support to establish a home – furniture and household effects;
  - Support to develop tenancy skills that sustain long term housing;
  - Establishing/re-establishing social networks;
  - Linking children with local school and recreation opportunities; and
  - Linking to mainstream services to address a range of issues including employment, health, financial management and social integration to achieve long term, secure, stable housing

## 6. Selection Criteria -

The skills, experience, qualifications and attributes needed to do this job

<i>a) Qualifications and/or training and/or licences</i>	<i>Essential</i>	<i>Desirable</i>
A tertiary qualification in a relevant human services area and at least 3 years appropriate experience; or demonstrated equivalent.	✓	
<i>b) Experience and knowledge</i>		
Sound understanding of the principles of Trauma Informed Care.	✓	
Experience and demonstrated competence in working with people in crisis.	✓	
A commitment to the notion of empowerment and self-determination.	✓	
Understanding of the cultural and social factors of homelessness and other crisis.	✓	
Experience in responding to alcohol and drug problems from harm reduction approach.		✓
Experience in a case management approach with an understanding of professional boundaries in relation to client work.	✓	
Experience in providing advocacy and referral.	✓	
Knowledge of community and government resources.	✓	
Cultural competency and experience working with people from diverse backgrounds.	✓	
<i>c) Skills and attributes</i>		
High level of interpersonal skills.	✓	
High level communication skills, both written and oral.	✓	
High level negotiation and advocacy skills.	✓	
Sound self-management, time management and organisational skills.	✓	
Computing skills in word processing, spreadsheets and data-base.	✓	
<i>d) Training and/or licences and/or clearances</i>		
Current 'C' class driver's licence.	✓	
Current National Police Clearance.	✓	
Working with Children Clearance.	✓	

First Aid Certificate (or willingness to obtain one).	✓	
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## 7. Certification

As the occupant of the position I have noted the statement of duties and responsibilities as detailed in this document.

**Signature:** \_\_\_\_\_  
**Housing Support Worker**

**Date:** \_\_\_\_\_

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position. This position description is indicative at this point in time.

**Signature:** \_\_\_\_\_  
**Chief Executive Officer**

**Date:** \_\_\_\_\_