

## POSITION DESCRIPTION – Homelessness Support Worker (Men's) - Specialist Homelessness Services

<b>REPORTS TO:</b>	Team Leader SHS
<b>GRADE/AWARD/LEVEL:</b>	SCHADS Industry Award 2010 Level 4
<b>WORK LOCATION:</b>	Waitara Family Centre
<b>PROGRAM:</b>	Specialist Homelessness Services
<b>WORKING WITH CHILDREN:</b>	Clearance required

### PURPOSE

The focus of this position is to provide quality case management, case coordination, support, and information to homeless men or men at risk of being homeless in the Hornsby/ Ku-ring-gai and Ryde/Hunters Hill Local Government areas. Assistance will be offered to single men impacted by the issues which are caused by, or resultant from homelessness. Although this is primarily a men's support worker role; where required it will also include working with couples and families.

Examples of single men typically seen by this service would be individuals impacted by family breakdown, experiencing financial disadvantage and those who have become homeless due to health related issues such as mental health issues.

This role will contribute to the delivery of a comprehensive homelessness service/program that provides a comprehensive suite of support for individuals and families to assist them in addressing the challenges to sustaining secure housing and improving the quality of their lives. A proportion of time within the role will be dedicated to outreach and the position holder will work closely with the Property Liaison Worker, other internal stakeholders, and external partner agencies.

This position may also be involved in facilitating group work to meet the needs of the client group.

### RESPONSIBILITIES

**1. Provide direct support services to individuals residing in the local community and ensure the delivery of comprehensive and strength based services. This will be achieved through:**

- Engaging with individuals and undertaking strength based assessment in collaboration with the individual;
- Assessing suitability for other CatholicCare programs and services, and making referrals to external services where appropriate;
- Identifying individual housing needs in collaboration with clients and agreeing on goals for housing and other support;
- Supporting and advocating on behalf of individuals to locate appropriate and sustainable housing;

- Providing ongoing case management and case coordination services to clients that focuses on responding to the needs of clients;
- In collaboration with the Team Leader, conducting timely reviews assessing progress for clients within the program;
- Providing ongoing case management services to clients residing in the community who are at risk of homelessness;
- Applying evidence based practice and drawing on theoretical frameworks appropriate for the needs of the clients;
- Responding to complex cases using professional judgment and initiative in a timely manner;
- Recording and file maintenance in the relevant system in accordance with principles of confidentiality and Going Home Staying Home;

**2. Provide leadership through:**

- Participating actively in regular supervision sessions (minimum 2 hours monthly);
- Promoting collaborative teamwork and actively contributing to an effective team;
- Participating in professional development opportunities and mandatory training;
- Promoting the application of the agency's policies and procedures;
- Representing the agency at external meetings.

**3. Comply with all government and internal reporting requirements for program adherence, including data collection through:**

- Ensuring sound feedback and monitoring processes are utilised;
- Completing compulsory reporting requirements, including gathering of statistical data on a regular basis;
- Ensuring effective mechanisms are utilised to assist in reviewing program performance;
- Participating in regular program, team meetings and practice reviews with program personnel;
- Ensuring safety standards are maintained for self and others and reporting all hazards and incidents to the Team Leader within organisational and legislative timeframes
- Ensuring protocols are followed in relation to shift responsibilities.

**4. Actively participate in community development through:**

- Facilitating appropriate networking within the broader community to ensure client access to relevant services that meet their needs;
- Developing partnerships with government and not for profit agencies and services to help meet the needs of clients;
- Participating on relevant local committees and working groups to ensure interagency collaboration and co-ordination in the planning and development of local services;
- Participating in community education by identifying community need, liaising with other agency staff, planning, implementing and evaluating community education programs and awareness raising through presentations to the community and parishes in the Hornsby/ Ku-ring- gai and Ryde/Hunters Hill LGA's

**5. Promote and uphold the Mission, Vision and Values of CatholicCare Diocese of Broken Bay as a Catholic Social Services Agency by:**

- Effectively modelling the CatholicCare values to staff, clients and others;
- Ensuring key stakeholders understand and positively work within the Values and Mission of CatholicCare;
- Upholding all CatholicCare policies including the Code of Conduct and Ethics;
- Promoting WHS standards for a safe workplace;

## ORGANISATIONAL RESPONSIBILITIES

- Leadership – taking responsibility for your performance with integrity and diligence;
- Respect – accepting individual differences and treating others with dignity and respect; demonstrating support for the organisation and its mission and goals;
- Building collaborative relationships – developing, maintaining and strengthening partnerships with others internally and external to the organisation and working collaboratively to improve the circumstances of homeless individuals and those with complex needs;
- Client focus – supporting excellence in CatholicCare programs and delivering services that are based on evidence and best practice, encouraging all CatholicCare clients to achieve their goals and potential.

## REQUIRED COMPETENCIES

To perform the job effectively, the position holder should demonstrate the following competencies:

- Communication skills – the ability to express yourself clearly in writing and in verbal communication and interactions with others;
- Risk management – anticipation, mitigation and resolution of issues of concern;
- Professional skills/knowledge – the ability to demonstrate an appropriate level of knowledge and skill in a technical/professional area – refer to position description under Education, Knowledge and Experience;
- Self-management – the ability to develop and maintain professional practice in a responsible manner and to be self-motivated where appropriate;
- Information management skills – the ability to maintain, provide and distribute information appropriately;
- Case management – Engage, assess, formulate and review case plans with individuals and families using the relevant client management resources and existing internal processes and procedures;
- Oversee implementation of case plans and participate in regular case reviews and case conferences with other agencies where appropriate;
- Assist with organisation and facilitation of resident's meetings and group programs for individual clients and where relevant for their children;
- Advocate for and on behalf of individual women and families with children;
- Develop a knowledge and understanding of relevant referral agencies for clients to ensure effective networking and referral procedures;
- Knowledge and understanding of relevant legislation and the program/agencies legal responsibilities in relation to reporting children at risk;

- Additional performance measures will be set up and agreed to at the annual performance review meeting. As part of this review process, a personal development plan will be prepared, identifying learning and development goals and objectives.

## EDUCATION, KNOWLEDGE, AND EXPERIENCE

### **Essential:**

- Tertiary qualifications in an appropriate area e.g., Social Work, Social Science, Welfare, Psychology, or relevant industry experience.
- Demonstrated and detailed knowledge of and experience working with housing issues, and an understanding of the needs of homeless people, particularly homeless men;
- Demonstrated ability to work effectively with individuals in a case management process, undertaking assessments, developing and reviewing case plans, and providing strength based support to assist individuals
- Counselling experience/skills
- Excellent verbal and written communication skills, including report writing
- Demonstrated networking ability with government departments and not for profit agencies
- Demonstrated assessment skills
- Demonstrated advocacy skills
- Competent computer skills particularly in Microsoft Word, Excel, and Outlook
- Current and valid Australian Driver's Licence

### **Desirable:**

- Experience working within accommodation services
- Access to a comprehensively insured vehicle