

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

FAMILY SUPPORT WORKER

Location: Maryborough
Reports to: Regional Services Coordinator
Supervises: N/A
CHL Capability Band: #1

Primary Purpose:	Supports families to enhance their independence, safety, self-esteem, wellbeing and quality of life; and prevent primary and secondary homelessness
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes actively working towards a healthy and respectful environment free from harassment and discrimination.
Work Health & Safety:	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	At all times considering relevant legislation, regulations, compliance requirements and organisational procedures, provide high quality case management by ~ <ol style="list-style-type: none"> 1. Progress care and support plans for tenants and clients as directed by Coordinator 2. Home visiting 3. Assist tenants with information, advocacy and referrals 4. Field inquiries from the public over the phone and at the front desk including covering reception as required. Prioritise these cases as they present. 5. Discern appropriate response or referral pathway and/or provide assistance to engage with housing system 6. Maintain accurate applicant interview and allocation records in all required systems 7. Undertake case management processes for tenants living in supported accommodation and clients seeking assistance through Family Accommodation Service 8. Advocate on behalf of clients accessing FAS 9. Develop and implement initial support plans for homeless people 10. Present dispassionate and factual information to Coordinator to ensure appropriate and transparent housing decisions are made in accordance with Homelessness Services Guidelines 11. Additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Experience in case management and/or provision of support services • Qualifications and/or experience in a human services framework for people presenting as homeless • Knowledge and understanding of the community and public housing sectors and services available to assist clients • Current Driver's Licence • Satisfactory Police, NDIS & Working With Children checks
Key Capabilities:	<p>Client Focus - Supports clients to achieve their goals or aspirations through provision of quality service. Maintains awareness of client needs. Respects client confidentiality.</p> <p>Embraces Diversity - Works effectively and actively engages people from diverse backgrounds in the workplace and community.</p> <p>Technology - Uses technology and software applications effectively in accordance with task requirements. Displays sound knowledge of information technology applications</p> <p>Advocacy - Advocates for clients to advance their interests in line with CHL's objectives</p> <p>Leadership - Maintains enthusiasm and understands own role in achieving CHL's mission. Works as supportive and co-operative team member.</p> <p>Autonomy - Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.</p> <p>Teamwork - Openly shares information, participates and contributes to team discussions and goals</p> <p>Integrity - Observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas.</p>