

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

INITIAL ASSESSMENT & PLANNING WORKER

Location: Blackburn

Reports to: Regional Homelessness Services Coordinator

Supervises: Nil

CHL Capability Band: #1

Primary Purpose:	Working within a dedicated team providing high quality front door service to people presenting as homeless or at risk of 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:	<p>The IAP program is a front line homelessness service, in which staff are required to respond to clients as they present with a view to ~</p> <ol style="list-style-type: none"> 1. Minimising/preventing homelessness and risk of homelessness 2. Distributing financial assistance in accordance with guidelines and funding conditions 3. Identifying support needs and completing referrals 4. Assessing and referring clients to access appropriate housing pathways 5. Providing respectful, supportive, confidential customer service <p>To ensure this work is undertaken effectively, the IAP worker will also:</p> <ol style="list-style-type: none"> 6. Network and promote the service 7. Work with partner agencies including real estate agents 8. Identify and manage risks for themselves and the client 9. Ensure all associated administrative tasks (including data entry and reporting) are completed accurately and efficiently 10. Deal with complaints as they arise 11. Provide additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Qualification in Social Work or other relevant social discipline • Demonstrated understanding of issues affecting socially disadvantaged people. • Awareness of and sensitivity to the needs of people who are in housing crisis and/or have special needs/disabilities • Current Driver's Licence • Satisfactory Police, Working With Children's & NDIS Checks
Key Capabilities:	<p>Client Focus – Demonstrated detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p>Embraces Diversity – acknowledges and values diversity and respects difference in all its forms</p> <p>Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm</p> <p>Self-Awareness – Seeks feedback from others, understands areas of strengths and weaknesses. Understands impact of self on others</p> <p>Teamwork – Openly shares information, participates and contributes to team discussions and goals</p> <p>Nurtures Relationships – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations</p> <p>Professionalism & Accountability – Takes responsibility and completes own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Probity – Adopts a principled approach, adhering to CHL's policies and procedures</p>