



Housing Worker

Position Title	Housing Worker
Classification & Stream	Social, Community, Home Care and Disability Services Award SACS Level 4 Social Stream
Division	Salvation Army Housing (Victoria), (SAHV)
Reports to	Coordinator
Date	17/03/2017

Primary Purpose of the job	<ul style="list-style-type: none">• To provide tenancy management to tenants in both Transitional and Long Term properties.• To co-ordinate maintenance requirements for both Transitional and Long Term properties.• To work with all tenants with compassion, respecting their human dignity and providing a sense of hope, justice and community through the housing provided.
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About (The Network / Program) and Position	<p>Salvation Army Housing (Victoria) operates within Victoria and The Salvation Army Australia Southern Territory (TSA).</p> <p>(SAHV) is a semi independent entity with an independent board and Chair. SAHV is part of the broader Salvation Army Housing (SAH) organisation.</p> <ul style="list-style-type: none">• SAHV provides Transitional, Long Tern Housing and Rooming House accommodation to persons who are homeless or at risk of homelessness.• SAHV provides both tenancy management and maintenance services to all properties within the portfolio.• SAHV aims to provide safe, secure long term housing to all people who are homeless or at risk of homelessness.• SAHV has offices located at Blackburn, Sunshine, Leongatha, Geelong, Warrnambool and Portland.• SAHV works with the most vulnerable in our communities, who come with complex and multiple needs.
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About The Salvation Army Australia	<p>The Salvation Army Australia Mission Statement: The Salvation Army is a Christian movement dedicated to sharing the love of Jesus. We share the love of Jesus by:</p> <ul style="list-style-type: none">• Caring for people• Creating faith pathways• Building healthy communities• Working for justice <p>The Salvation Army Australia Values Statement: Recognising that God is already at work in the world, we value: Integrity, Compassion, Respect, Diversity and Collaboration.</p> <p>We commit ourselves in prayer and practice to this land of Australia and its' people, seeking reconciliation, unity and equity.</p>
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Expected Outcomes	<ul style="list-style-type: none"> • Persons accessing the service feel welcome, and urgent and immediate housing needs are addressed. • High risk situations, as per policy and procedure have been addressed within required time frames. • Within policy and procedure and Residential Tenancy Act guidelines, assistance is provided to assess tenant issues, needs and circumstances and strategies have been developed to address these needs. • Outcomes have been set, and work methods developed where general work procedures have not been defined. Judgement is exercised, and critical knowledge and skills applied where procedures are not clearly defined. • Effective relationships have established with tenants that encourage self-determination and participation, and that supports them to improve their situation • Tenants act as good neighbours. • Tenants have been assisted where possible to access support services and establish community supports. • Assistance on grant applications is provided, including basic research or collection of data. • Tenant records are accurate and up to date, and data is maintained for all tenants in accordance with SAHV timelines, standards and procedures. • Working under general direction, a contribution has been made to the development of work methods and setting of outcomes that are within the clear objectives of the organisation and within budgetary constraints.
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Scope	<p>A housing worker will work under general direction in functions that require the application of skills and knowledge appropriate to the work, and where general guidelines and work procedures are established.</p> <p>Work at this level requires a sound knowledge of program, activity, operational policy or service aspects of the work performed with a function or number of work areas.</p> <p>Housing workers will be expected to set outcomes and further develop work methods where general work procedures are not defined.</p> <p>This position works in a team of up to 6 housing workers.</p> <p>The position is full-time and operates Monday to Friday</p>
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Qualifications and Experience	Associate diploma with relevant experience or lesser formal qualifications with substantial years of relevant experience or attained through previous appointments, service and/or study, an equivalent level of expertise and experience to undertake a range of activities.
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Capabilities	<table> <tr> <th colspan="2">Specialist Competencies</th></tr> <tr> <td>Tenant assessment</td><td>Uses relevant information to objectively assess tenant needs; Communicates, records and reports assessment results</td></tr> <tr> <td>Building Tenant Relationships</td><td>Educates and assists tenant with regards to rights, roles and responsibilities, including participation and empowerment strategies; Establishes and maintains appropriate boundaries</td></tr> </table>	Specialist Competencies		Tenant assessment	Uses relevant information to objectively assess tenant needs; Communicates, records and reports assessment results	Building Tenant Relationships	Educates and assists tenant with regards to rights, roles and responsibilities, including participation and empowerment strategies; Establishes and maintains appropriate boundaries
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Challenging behaviour	Understands and implements appropriate procedures and strategies to deal with crisis situations
Housing	Demonstrates knowledge of homelessness including context, causes, issues, philosophies and legislation.

Personal Attributes

Collaborative	Encourages and cooperates with others to achieve common goals Actively supports agreed policies and decisions
Resilient	Remains calm, focused and maintains perspective when faced with change, crisis and difficulty Does not give up when faced with obstacles
Service user focussed	Respects TSA's social justice identity and activities; Committed to and acts for well-being of internal and external service users
Analytical	Collects, organises and applies information relevant to specific needs; Recognises the impact of feelings and facts in decision making
Ethical	Reflects expected standards of behaviour and/or codes of conduct

Job Competencies

Service Delivery	Develops positive relationships with service users Addresses or escalates complaints Maintains confidentiality of service users
Interpersonal Dynamics and Communication	Regulates own behaviour; gives constructive feedback Speaks with courtesy
Team dynamics	Engages and contributes to team activities including discussions
Diversity and conflict	Recognises and respects differences in culture, style and viewpoint
Safety and wellbeing	Performs all duties in a safe manner, ensuring the safety of self and others
Administration	Completes accurate reports, logs, case notes and files

Requirements of the role

- A national police record check is required
 - A current and valid Working with Children Check is required
 - A current Victorian Drivers licence
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Signatures

Employee Name:		
	Signature	Date
Manager Name:		
	Signature	Date
