

POSITION DESCRIPTION

SHELTER WORKER - GHMS

Location: Good Hope Men's Service, Maryborough

Reports to: Team Leader GHMS

Supervises: N/A

CHL Capability Band: #1



Primary Purpose:	Support single males in a residential facility to: enhance their independence, safety, self-esteem, well-being and quality of life and; transition into independent housing.
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>Effectively case manage the knowledge and skills of clients to successfully maintain an independent tenancy by ~</p> <ol style="list-style-type: none"> 1. Undertaking reception, initial intake and referral intake processes, and associated data entry 2. Coordinating services and providing supported referrals for clients for housing, health care, employment, financial and other relevant services 3. Completing all necessary documentation in an accurate and timely manner 4. Developing and accessing client referral pathways 5. Undertaking general housekeeping including assisting in the laundering of linen and clothing; planning and preparing of meals; maintaining a high level of cleanliness in the facility and the kitchen in particular 6. Working collaboratively with tenancy administrators, family support workers and community care officers to provide transition and exit into appropriate housing 7. Other duties as required
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 • First Aid Certificate or ability to obtain • Food Handling certificate desirable • Satisfactory Police, NDIS & Working With Children checks
Key Capabilities:	<p>Client Focus – Builds knowledge of client issues and requirements to improve practice. Provides clients with high quality service and appropriate referrals. Respects client confidentiality.</p> <p>Achieves Results – Sees tasks through to completion. Commits to achieving quality outcomes. Actively seeks feedback from supervisor. Seeks assistance when required.</p> <p>Technology – Uses technology and software applications effectively in accordance with task requirements. Displays sound knowledge of information technology applications.</p> <p>Solves Problems – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems.</p> <p>Communication – Confidently presents messages in a clear and precise manner. Focuses on key points and uses appropriate language.</p> <p>Listens, Understands, Adapts – Listens carefully to others and checks to ensure their views have been understood. Checks own understanding of others' comments and does not allow misunderstandings to linger.</p> <p>Advocacy – Openly shares information, participates and contributes to team discussions. Advocates for clients to advance their interests in line with CHL's objectives.</p> <p>Conflict Resolution – Considers the views of others and aims for group cohesion. Considers best approach when working with others to minimise conflict. Understands that conflict will occur in the workplace and recognises own part in resolution.</p>

