

POSITION DESCRIPTION



POSITION TITLE	Support Worker, Housing Support Programs
REPORTING TO	Team Leader, Housing Support Programs
DEPARTMENT	Service Delivery
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010
CLASSIFICATION	Social and Community Services Level 2

THE ROLE

To assist the Housing Support Programs team to work with young people and older women experiencing, or at risk of homelessness, using trauma-informed, person-centred, and strengths-based approaches. The program aims to facilitate safety, well-being and housing independence.

IDENTIFIED POSITION

This is a identified position for woman. This requirement is made in accordance with Section 35 of the Northern Territory Anti-Discrimination Act 1992, which permit roles to be designated for members of specific groups where a genuine occupational need exists, due to the essential nature of the position.

KEY RESPONSIBILITIES

- Support Case Managers with the implementation of case management support plans
- Support clients, as directed, using trauma-informed, person-centred, and strengths-based practices.
- Build and maintain co-operative working relationships with external agencies and service providers to support referrals and service delivery, as requested by the Team Leader, Housing Specialist and Case Managers.
- Assist with property cleans (entry and exit), general upkeep of allocated properties, (including shared rooms), minor maintenance tasks, and restocking of small assets.
- Support Case Managers by completing regular safe house inspections and entry/exit condition reports.
- Maintain accurate client records and case notes on the case management system.
- Work within a legislative, ethical and organisational frameworks to support high-quality service delivery which supports the rights and interest of clients.
- Undertake other tasks as assigned, in line with the responsibilities and level of the role.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Demonstrated knowledge of homelessness and/or community services. Relevant qualifications are highly desirable
- Demonstrated experience in a similar role in housing support and/or homelessness
- Ability to communicate effectively with clients and colleagues, including those from diverse cultural backgrounds and linguistic needs
- Ability to build strong relationships at all levels based on trust and collaboration
- Concise and tailored communication and strong interpersonal skills
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Experience working within a Not-for-Profit environment will be highly regarded

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ROLE REQUIREMENTS

Please note that this role requires the team member to hold, or be willing to obtain and maintain, the following certifications and clearances:

- A valid National Police Check
- A state-based Working with Children Check
- A current Driver's Licence
- Completion of a medical declaration

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