

POSITION DESCRIPTION

ACCOMMODATION SUPPORT WORKER

Reports to: Support Services Coordinator

Supervises: Nil

CHL Capability Band: 1

Primary Purpose	The Accommodation Support Worker provides trauma-informed, strengths-based and person-centred support to people who have experienced homelessness or housing instability and are living in transitional, permanent or long-term accommodation. The role supports tenancy sustainment through case management, outreach, practical assistance, advocacy and service coordination, enabling clients to maintain housing, increase independence and strengthen community connections.
Context	This role contributes to CHL's vision of a world without housing poverty by providing accommodation support and outreach services that prevent homelessness and promote successful tenancy outcomes. The position works under general direction and exercises with a high degree of autonomy within established organisational policies, procedures and delegated authority, applying trauma-informed, strengths-based, person-centred and culturally safe practice and demonstrating CHL values. The role exercises professional judgement, escalates complex or high-risk matters appropriately, and contributes to a respectful and inclusive workplace free from harassment, discrimination and bullying.
Work Health & Safety	• Comply with WHS legislation, policies, procedures and safe work practices. • Conduct outreach activities in accordance with safety, communication and check-in procedures. • Identify, assess, report and respond to hazards, near misses, risks, incidents and safety concerns. • Maintain personal and environmental safety during outreach, home visits and client interactions. • Participate in risk assessment, safety planning, debriefing and reflective practice
Responsibilities	At all times, in accordance with relevant legislation, compliance requirements and organisational procedures, provide high-quality case management support through the following areas of responsibility: 1. Client Engagement, Case Management and Tenancy Sustainment • Build respectful, professional and trusting relationships with clients. • Deliver individualised case management focused on tenancy sustainment, independence and wellbeing. • Undertake assessments, develop support plans and regularly review client goals and progress. • Provide practical assistance to strengthen budgeting, household management, tenancy responsibilities and independent living skills. • Identify tenancy risks and implement early intervention strategies. • Support clients to identify strengths, goals and pathways toward improved quality of life. • Promote dignity, choice, self-determination and sustained housing outcomes. 2. Advocacy, Referrals and Service Coordination • Coordinate referrals to housing, health, mental health, AOD, financial counselling, employment, family support and community services. • Advocate with housing providers and external agencies on behalf of clients where appropriate. • Assist clients to access brokerage and other supports in line with program guidelines. • Work collaboratively with internal and external stakeholders to achieve coordinated client outcomes. • Support step-up and step-down interventions based on changing client needs. 3. Documentation, Compliance and Administration • Maintain accurate, timely and professional client records, assessments, support plans, reviews and case notes. • Record client information, outreach activities, referrals, brokerage and service outcomes in required systems. • Maintain applicant interview and allocation records for SASH vacancies.

	• Provide objective and evidence-based information to support housing allocation decisions. Allocation decisions are made in accordance with organisational policy and delegated authority. • Ensure compliance with privacy, consent, funding, legislative and organisational requirements. • Complete reporting and data collection requirements within established timeframes. 4. Risk Management and Safety • Conduct dynamic risk assessments and safety planning before, during and after outreach and home visits. • Identify and respond appropriately to risks relating to tenancy failure, domestic and family violence, child safety, safeguarding, mental health concerns, substance use and environmental hazards. • Respond to incidents, emergencies and critical situations in accordance with organisational procedures. • Exercise professional judgement when working independently and escalate complex, sensitive or high-risk matters appropriately. • Report hazards, incidents and safeguarding concerns within required timeframes. 5. Teamwork and Professional Practice • Work collaboratively with colleagues, housing providers and community agencies. • Participate in supervision, meetings, case reviews, training and reflective practice. • Maintain professional, ethical and accountable practice. • Deliver services in accordance with trauma-informed, strengths-based, person-centred and culturally safe principles. • Contribute to service improvement, positive team culture and organisational objectives. • Share relevant information with colleagues to support continuity of service. • Provide support in response to service demand to other team members, the wider team and organisation as required and undertake other duties consistent with the position. • Demonstrate accountability for workload, outcomes, conduct and compliance with organisational policies and procedures. • Comply with WHS requirements and relevant legislation and funding requirements.
Technical Skills, Experience & Qualifications	Essential • Experience supporting people experiencing homelessness, housing instability or complex needs. • Strong engagement, communication and relationship-building skills. • Experience maintaining client records and case management documentation. • Demonstrated understanding of trauma-informed, strengths-based and person-centred practice. • Ability to work independently, manage competing priorities and exercise sound judgement. • Ability to safely undertake community-based outreach and home visits. • Demonstrated ability to provide culturally safe and inclusive services. Desirable • Knowledge of housing systems, homelessness pathways, and community services. • Experience in intake, assessment and case management. Qualifications and Requirements • Certificate IV or Diploma in Community Services, Social Work, Human Services or related field, or equivalent experience. • Current First Aid and CPR Certificate (or willingness to obtain). • National Police Check. • NDIS Worker Screening and Working with Children Check (or willingness to obtain). • Current driver's licence.
Key Capabilities	Advocacy – Supports and advocates for client needs in line with organisational objectives. Client Focus – Demonstrates empathy, respect and a person-centred approach and ensures service delivery responds to client needs. Communication – Communicates clearly and effectively with clients, team members and stakeholders and builds and maintains positive relationships. Conflict Resolution – Applies appropriate strategies to manage and resolve conflict. Embraces Diversity – Acknowledges and values diversity and respects difference in all its forms. Probity – Adopts a principled approach, adhering to CHL's policies and procedures. Professional Integrity – Maintains ethical practice, boundaries, and confidentiality. Resilience – Achieves work objectives, even in difficult circumstances whilst remaining positive and calm. Self-Awareness – Seeks feedback and responds to feedback, reflects on practice, recognises personal strengths and development needs, and understands the impact of behaviour on others.

	Solves Problems – Uses sound judgement and service knowledge to respond to day-to-day challenges and resolves problems where the solutions are clear-cut and seeks guidance when issues are complex or outside delegated authority. Teamwork – Openly shares information, participates, and contributes to team discussions and goals. Technology – Uses systems and software accurately and efficiently in accordance with task requirements.
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