POSITION DESCRIPTION

SENIOR HOUSING SUPPORT WORKER

Location: Maryborough, QLD
Reports to: Support Services Coordinator
Supervises: Nil
CHL Capability Band: #2

Primary Purpose:	The Senior Housing Support Worker is responsible for providing direct case management support and for supervising practice to assist people who are homeless or at risk of homelessness with complex support needs.
Context:	This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work.
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:	1. Assess and prioritise the needs of individuals and families accessing services. 2. Develop and review trauma informed, and strength-based case management plans focused on long term housing outcomes. 3. Actively engage individuals and families via home visits, telephone contact and stakeholder meetings, conduct risk assessments and implement response strategies. 4. Establish and maintain productive networks and working relationships with local support services and agencies – prioritise quality referral pathways. 5. Advocate for the needs of clients in promoting access to services and resources. 6. Fulfil program requirements regarding case load requirements, case records and statistics; priortise the principles of confidentiality and privacy. 7. Participate in meetings, training and forums relating to professional and program development; participate in reflective supervision. 8. Maintain knowledge and understanding of the causes and impacts of homelessness, housing affordability challenges and sector policy responses – escalate emerging trends and contribute to local responses and initiatives. 9. Provide practice oversight and support teams to deliver consistent person-centered case management services; act as a point of escalation in highly complex situations. 10. Contribute to program development and to knowledge management across teams; support staff induction, onboarding and training plans.
Technical Skills, Experience & Qualifications:	• Minimum 3 years' experience in case management and/or provision of support services • Qualifications and/or experience in understanding of the needs of people experiencing homelessness or housing crisis and knowledge of relevant support services • Ability to interpret and experience in strength-based, person centered and trauma informed practice • Knowledge and understanding of project management principles and practice • Current Driver's Licence • Satisfactory police, and working with children checks
Key Capabilities:	**Client Focus –** Supports clients to achieve their goals or aspirations through provision of quality service. Maintains awareness and understanding of client needs and respects client confidentiality. **Embraces Diversity –** Works effectively and actively engages people from diverse backgrounds in the workplace and community **Technology –** Uses technology and software applications effectively in accordance with task requirements. **Advocacy –**Advocates for clients to advance their interests in line with CHL's objectives. **Proactive –** Takes action to avoid potential problems or minimise their impact. **Communication –** Confidently presents messages in a clear and precise manner using appropriate language.

	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. **Nurtures Relationships –** Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations. **Autonomy -** Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required **Integrity** – observes Code of Conduct, behaves ethically and seeks assistance with ethical dilemmas **Probity –** Adopts a principled approach, adhering to CHL's policies and procedures