

Work Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> ▪ Contribute to the delivery of high quality services. ▪ Understand and support continuous quality improvement in LC.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Service Delivery	<ul style="list-style-type: none"> • Conduct Intakes and Assessments to determine needs. • Communicate effectively to engage and establish rapport with clients to achieve their goals through responsive and timely engagement. • Ensure and maintain privacy and confidentiality for all clients. • Provide high quality, client centred, strengths-based services to clients using a trauma informed and culturally responsive practice approach. • Provide homelessness support, ensuring appropriate referrals are allocated for each client which includes support, referral, advice and advocacy. • Provide information and support to connect families and individuals with appropriate referral pathways to address issues impacting on secure housing, such as mental illness, substance use, physical health and life skills. • Actively participate in LC teams by contributing to collaborative working relationships, team initiatives and professional development • In collaboration with your Team Leader, assessing and prioritising appropriate responses to clients, including those that demonstrate multiple and complex needs. • Work collaboratively with a diverse range of people with multiple and complex needs.

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PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Experience in working in the Homelessness sector will be highly regarded
- Relevant qualifications or specialist skills and expertise to perform at this level. Qualifications in TAFE Community Services Cert IV or Diploma, Relevant degree in Social Work, Psychology or similar.
- Demonstrated skills in person centred support, assessment and referral within a trauma informed practice lens.
- Strong skills in time management, setting priorities, planning and organising own work to achieve specified objectives.
- Knowledge and experience of homelessness services.
- Knowledge and understanding of the issues facing people experiencing homelessness.
- Understanding of the emotional impact of emergency / crisis accommodation support for children and young people
- High level of interpersonal skills in dealing with clients, colleagues and stakeholders.
- Ability to communicate effectively in both oral and written communications and work with a diverse range of people.
- Ability to work independently and demonstrate initiative.
- Proven ability to operate within a continuous improvement framework
- Strong team work focus.
- Competence in using databases, video conferencing and the Microsoft suite of programs.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- A sound knowledge of the effects of trauma and abuse in relation to homelessness.
- Experience working with people from culturally and Linguistically Diverse (CALD) and Indigenous backgrounds.
- Knowledge and understanding of domestic and family violence and its impact on families and individuals
- Understanding of the H2H data base

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ACKNOWLEDGEMENT:

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

Employee: _____ Witness: _____ Date: _____

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