

JOB DESCRIPTION

TITLE OF POSITION	Homelessness Support Worker
CLASSIFICATION LEVEL	Lutheran Care Level 4
PROGRAM	Homelessness Pilot Program
LOCATION	Barossa Valley

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

Lutheran Care's Barossa Valley office is located in Nuriootpa and provides a suite of programs and services that support the Barossa community. The current programs are Emergency Relief, Financial Counselling, Family and Relationship Services, Community Visitor's Scheme, Regional Coordinator and Community Partners program as part of the broader Community Connections program, Children's Contact Service and Homelessness Pilot program.

ROLE SUMMARY

The aims and objectives of this role are to provide brief intervention to support individuals / families who are homeless or at risk of homelessness and/ or experiencing housing insecurity. The Homelessness Support Worker will work collaboratively with the Centacare Catholic Family Services, Adelaide North Homelessness Alliances (ANWHA) and other support networks, providing case coordination, information and advice, referral services and advocacy that supports best client outcomes.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The support worker reports directly to the Team Leader, Family & Community Services.



SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- A current Safe Environments for Children & Young People certificate
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possession of a registered and roadworthy vehicle available for work use (employees reimbursed for work travel)
- Travel throughout the region and/or interstate as required
- Evidence of COVID-19 vaccination (1st & 2nd dose)

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	 Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. Adhere to and support LC's policies and procedures. Comply with Professional Codes of Conduct
Teamwork	 Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. Support LC's senior management team's decisions and ensure that instructions are carried out. Alert the Team Leader to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). Attend and actively participate in regular team meetings and forums as required. Report to the Team Leader as required.



Work Health and Safety	 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	 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	 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	 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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	 Ensure the client tells their story once and service responses are built around their identified needs. Meet the clients 'where they are at' to reduce the impact of compounded disadvantage for those who experiencing trauma. Promote the program in the Barossa Valley community 	
Administration and Support	 In conjunction with the team leader and Operations manager contribute to the ongoing review of the Homelessness Pilot program. Work with the Team Leader to develop and implement strategies that will result in improved outcomes for clients. In collaboration with Team Leader and Operations manager plan and monitor workloads to maintain a high standard of service and service delivery. Ensure accurate information, including but not limited to comprehensive professional case notes, are finalised within allocated timeframes on the relevant database/s, H2H and CDS. Attend site team meetings and individual supervision sessions as requested. Work within LC service delivery policies, procedures, principles and practices. 	
Communication	 Identify and develop key strategic relationship networks to achieve goals, and improve outcomes for staff, clients and service delivery methods. Communicate effectively to engage and establish rapport with staff. Promote, facilitate and model positive collaboration between management, staff, other agencies and sectors. 	
Collaboration	 Promote, facilitate and model positive collaboration between agencies and sectors. This position can expect to form and maintain close working relationships with, but not limited to; LC Community Connections / Homelessness team Operations Manager Barossa Valley Staff across LC and the Community Services portfolio LC Senior Management and Managers Clients, their families and carers Referral agencies Other government and non-government agencies. 	
Project Management	 Provide input to the planning, implementation and review of the Homelessness pilot program Achieve project milestones and deadlines allocated to you Development of stakeholder relationships in collaboration with Team Leader. Develop, promote, facilitate and evaluate the Homelessness program. 	



Review Date. Julie 2022

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



Adopted: May 2014 Version 7: June 2020

Review Date: June 2022

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: