

# Position Description



YWCA CANBERRA

Position Information	
Position	Supportive Tenancy Worker
Date approved	1 June 2019
Program	Housing Support Unit
Supervisor	Housing Support Unit Manager
Location	Central Office
Hours of work	30 hours per week

## General Conditions of Employment

- YWCA Canberra Enterprise Agreement 2014 - 2017
- Appointment is subject to obtaining a satisfactory Working With Vulnerable People check at own cost
- Appointment is subject to satisfactory working rights in Australia
- All YWCA Canberra policies and procedures will apply
- Subject to a 6 month probation period

## Position Statement

**The Supportive Tenancies Service (STS)** receives funding under the National Affordable Housing Agreement (NAHA), and/or the National Partnership Agreement on Homelessness, which are jointly funded by the ACT and Australian Governments.

The STS became operational on 1 November 2010 and is designed to meet the objectives of the National Affordable Housing Agreement (NAHA), enabling all Australians to have access to affordable, safe and sustainable housing that contributes to social and economic participation.

The STS will be delivered through a consortium arrangement between Woden Community Services (WCS), Belconnen Community Services (BCS) and the YWCA of Canberra, with WCS as the lead agency. The STS will support people who are experiencing difficulties in their lives that may place their tenancies at risk.

<b>Form:</b>	<b>Review Date:</b>
<b>Steward:</b> Senior Human Resources Coordinator	<b>Approved By:</b> CEO

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## Responsibilities

The STS Worker will undertake a range of activities focusing on early intervention and eviction prevention for tenants in private, public and community housing. The role will work in close collaboration with consortium members and within the sector generally to provide first response, case management, systemic advocacy, outreach support.

The STS Worker shall operate under limited direction from senior employees or management and undertake a range of functions according to the YWCA of Canberra and Housing and Social Inclusion Unit (HSUI) operational policies and procedures.

The STS Worker is responsible to the HSUI Manager for all aspects of the day to day operation, administration and management of the program.

Within a strengths based framework, provide first response, support (case) management, outreach, systemic advocacy and referral services to the client group and appropriate interventions to assist individuals to sustain their tenancy.

<p>Duties in relation to clients</p>	<ul style="list-style-type: none"> <li>Engage with tenants in private, public and community housing accommodation to identify issues affecting their tenancy and work with them to address those issues, including debt management and related issues</li> <li>Participate in the development and implementation of tools to undertake effective support (case) management and group work and to evaluate service delivery.</li> <li>Consult and liaise with other service providers regarding service gaps, program priorities, improved service delivery and development.</li> <li>Consult with the client group regarding service gaps, program priorities, service delivery and development.</li> <li>Maintain accurate statistical information, case notes and other relevant data and participate in reporting processes.</li> </ul>
<p>Duties in relation to the Housing Unit</p>	<ul style="list-style-type: none"> <li>Maintain and develop relevant cross professional links and networks and resource other service providers as appropriate, including participation in appropriate networks, inter-agencies and advisory bodies.</li> <li>Maintain up to date knowledge of current service provision and research as relevant to the target group.</li> <li>Actively engage in supervision, undertaking all work using a reflective practice framework with a continuous improvement focus</li> <li>Adhere to all Community Housing Standards and Community Services Standards.</li> </ul>
<p>Duties in relation to the Organisation</p>	<ul style="list-style-type: none"> <li>Seek and maintain links with other programs of the Community Services Portfolio, and with other parts of the work of the YWCA.</li> <li>Uphold the policies and values of the YWCA of Canberra.</li> <li>Accountably and professionally represent the YWCA of Canberra when required.</li> <li>Contribute to and provide leadership in YWCA meetings and team activities.</li> <li>Actively participate in all STS meetings with Woden and Belconnen Community Services</li> </ul>

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Selection Criteria			
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Vocational qualification in Community Services or other relevant qualification</li> </ul>		
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>Demonstrated experience in managing complex issues relating to homelessness and assisting families to sustain tenancies in the longer term</li> <li>Demonstrated experience in liaising with Government and non-Government bodies and in advocating on behalf of clients with those organisations.</li> <li>Demonstrated experience in collaborative practice and working in partnership</li> <li>Experience in case management and program delivery</li> </ul>		
<b>Capabilities and Behaviours</b>	<ul style="list-style-type: none"> <li>Sound understanding and application of case management and outreach support theory and practice</li> <li>High level knowledge of Government Housing policy and Tenancy legislation as it relates to the service</li> <li>Knowledge of workplace diversity and industrial democracy principles and appropriate OH&amp;S standards.</li> <li>Excellent team skills</li> <li>Excellent interpersonal and written and oral communication skills.</li> </ul>		
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>Ability to work within the philosophy of the YWCA Canberra</li> <li>Computer literacy</li> <li>Current full driver's license and access to vehicle with comprehensive insurance during working hours (if required)</li> <li>A current Working with Vulnerable People Registration</li> <li>Australian Citizenship or suitable rights to work in Australia</li> </ul>		
Authorisation			
<b>Acknowledgement by Incumbent</b>	Signature:	<b>Date</b>	Click here to enter a date.
	Name:		
<b>Executive Director</b>	Signature:	<b>Date</b>	Click here to enter a date.
	Name:		

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