

Position Description



YWCA CANBERRA

Position Information	
Position	Client Support Worker – Next Door
Date approved	April 2019
Program	Next Door- Older Women's Housing Service
Supervisor	Manager – Next Door
Location	Central Office
Hours of work	30 - 38 hours per week

General Conditions of Employment

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

Position Statement

YWCA Canberra has been managing homelessness services for families since 1996. The Housing Support Unit (HSU) provides supported accommodation services on behalf of the ACT Government and is a registered community housing provider. The housing portfolio currently encompasses:

- Affordable housing – providing affordable housing for older women in the Canberra community
- Transitional housing – providing supported accommodation for women and their families who are at risk of homelessness
- Outreach Support to single women as well as to women and their families who are homeless or at risk of homelessness
- Supportive Tenancy Service – working in partnership with Woden and Belconnen Community Services to support ACT residents whose housing is at risk, to maintain a safe and stable home

YWCA Canberra also recently launched an exciting not for profit property management service, Rentwell which offers an innovative solution to the lack of affordable housing in Canberra.

The Next Door service for older women will complement existing YWCA Canberra housing services and programs for older women and contribute to the achievement of the ACT Government's Housing Strategy. The service will enable YWCA Canberra to increase the number of older women clients and range of support services to older women who are homeless or at risk of homelessness. Through a partnership with Havelock House, it will also provide an innovative and cost-effective approach to achieving positive client outcomes and increasing the affordable housing stock in the ACT. The program works closely with other partners who will provide expert advice to inform service delivery, access, warm referrals and direct specialist provision to service users as required.

Next Door is a distinct service, operated by three dedicated, skilled and experienced specialised staff including a Coordinator, Property Manager/Housing Options and Client Support Worker. The Housing First philosophy underpins the service delivery of this program, where the focus is on supporting older

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women to rapidly maintain or secure safe, suitable and affordable housing in the first instance. Other support needs are then able to be more effectively addressed.

The service will operate under gender and trauma informed frameworks as well as broadly follow (where applicable) the ACT Government’s proposed Early Support By Design principles, by providing a well-coordinated early-intervention response, working collaboratively in a joined-up service system. The Client Support Worker will provide individualised specialist gender and trauma informed case management and case coordination to ensure that identified needs are addressed. Warm referrals will be made to a range of key partners.

The Client Support Worker will also be familiar with a diverse range of ACT wide social and community activities and special interest groups to enable appropriate information provision and warm referrals to promote social inclusion.

Brokerage funds will be available to support fee-for-service costs. YWCA Canberra, as a specialist women’s service with Housing, Community Services and a well-established Registered Training Organisation with access to Skilled Capital, can provide a range of specialist services directly to service users.

The key elements of the Next Door program include:

- Specialist case management and coordination;
- Tenancy advice, support and housing options;
- Affordable safe, secure and appropriate housing stock;
- Gender and trauma informed practice’ Older women capacity building;
- Older women’s health, wellbeing, self-determination and agency; and
- Nurturing older women’s independence.

Next Door staff will also work collaboratively with other YWCA Canberra specialist community services staff, including Housing Support, Case Management, Community development, Counselling, Emergency Relief Staff and the Tuggeranong Network Coordinator. The Coordinator will utilise existing YWCA Canberra knowledge, skills and experience in effectively engaging with and supporting older women who are homeless, or at risk of homelessness.

The Service is focussed on achieving short, medium and long term outcomes – using a ‘housing first’ approach and person centred plan to improving older women’s health and wellbeing, employment, personal agency and social inclusion.

Responsibilities	
Client work	<p>Working closely with the Manager Next Door, using strengths-based, gender and trauma-informed practice frameworks provide:</p> <ul style="list-style-type: none"> • Client case management and case coordination to ensure that identified needs are addressed; • Specialised person-centred support to women who have experienced domestic and family violence; • Warm referrals to key partners: <ul style="list-style-type: none"> ○ Goodwin Aged Care for Aged Care assessments, ○ Women With Disabilities ACT for disability specific support, ○ Care Financial for financial counselling, budgeting, legal advice and no interest loans, ○ Directions Health Service for alcohol and other drug issues ○ My Coaching My Future for coaching; and

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	<ul style="list-style-type: none"> ○ to a range of other appropriate services for example, the Women's Legal Service, Canberra Community Law and Legal Aid for Older Persons ACT Legal Service (OPALS) for legal issues, mental health, Women's Health Service and other health services, Companion House and MARSS for migrant and refugee support and services and locally based Emergency and Food relief providers; ● Information and warm referrals to a diverse range of ACT wide social and community activities and special interest groups to promote social inclusion and wellbeing; ● Internal referrals for specialised support as required, for example, employment readiness and confidence training and education and accredited training through YWCA Registered Training Organisation (with access to Skilled Capital), employment advocacy and assistance with job search and applications, and emergency food and material assistance; ● Assessment and recommendation to Coordinator regarding Brokerage funds to support fee-for-service costs; ● Achievement of KPIs and positive client outcomes; ● Provide advice and support to the Coordinator and Property Manager/Housing Options Support Worker in pursuit of KPI achievement and positive client outcomes, regularly review progress towards case goals ● Participate in the development and delivery of new client engagement activities; ● Participate in the implement service user evaluations; ● Collect and compile accurate service user case management documents; and ● Work within a reflective practice and continuous improvement philosophy.
Service design and implementation	<ul style="list-style-type: none"> ● Work closely with the Coordinator, Property Manager and HSU Manager to develop program documentation including, service policies, procedures, information forms and promotional material; ● Consult widely with a diverse range of stakeholders and partners to promote the service effectively to eligible older women, many of whom are 'hidden' and don't traditionally use homelessness services; ● Develop appropriate information sheets for clients and potential referrers; and ● Actively participate in the launch and implementation of the service
Collaborative practice	<ul style="list-style-type: none"> ● Maintain and develop relevant cross-professional links with other agencies and service providers as appropriate ● Work closely with strategic partners – Havelock House, Goodwin, My Coaching My Future, Care Financial, Women with Disabilities ACT, Directions ACT, ACT Aboriginal Nannies, Onelink and other service providers and agencies to improve access and service delivery to meet the needs of service users ● Work closely with other HSU staff and the Business Development Executive to actively promote suitable clients for Rentwell properties as appropriate ● Initiate and actively participate in case coordination and review conferences with service users and other service providers as required ● Maintain up to date knowledge of current service provision, relevant research and sector development ● Attend relevant sector meetings and provide feedback to team members, including staff in the HSU, Community Services Portfolio and other YWCA Canberra staff as appropriate.

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Team work and professional development	<ul style="list-style-type: none"> Participate in regular team meetings and activities to foster collegial and professional working relationships, innovation and continuous quality improvement in all aspects of work Participate in the development of a personal professional development plan and engage in professional development as required Actively participate in regular supervision, performance appraisals/ management
Administrative tasks	<ul style="list-style-type: none"> Proactively adhere to all quality (QIC) and housing standards Provide accurate and timely case notes and reporting Make assessments and recommendations to Coordinator Y Homes regarding client rent and fee-for-service brokerage expenditure.
In relation to YWCA Canberra	<ul style="list-style-type: none"> Read, understand and uphold organisational policies and procedures Work in a manner that aligns with the YWCA Canberra's values and ethics. This includes operating with honesty and integrity and demonstrating appropriate and professional workplace behaviours in accordance with the Code of Conduct, providing assistance to team members if required and undertaking other activities as directed by your manager Contribute to creating a safe and healthy environment for all employees by working within the Work Health and Safety framework.

Selection Criteria

Qualifications	<ul style="list-style-type: none"> A minimum Diploma of Community Services or equivalent. Tertiary qualifications in a relevant field such as social work, psychology or human services strongly desirable.
Knowledge and Experience	<ul style="list-style-type: none"> Experience working effectively with vulnerable and disadvantaged people Experience working with older women experiencing or at risk of homelessness within a strengths-based, gender and trauma informed person-centred framework strongly desirable. Experience and/or the ability to work competently with older women, including non-binary, female identifying, from diverse backgrounds including Aboriginal, Torres Strait Islander, culturally and linguistically diverse backgrounds and LGBTQI Sound knowledge and understanding of the issues affecting older women who are homeless or at risk of homelessness Knowledge and experience in the following fields: <ul style="list-style-type: none"> Strengths based Case management and coordination Advocacy Outreach support Extensive stakeholder engagement and relationship management experience Collaborative professional practice
Capabilities and Behaviours	<ul style="list-style-type: none"> Excellent interpersonal and communication skills including written skills Strong commitment to teamwork and an ability to work in a team environment with a commitment to professional supervision Ability to prioritise workloads and meet internal and external deadlines Proactive 'self-starter' approach to work with the ability to use initiative

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	<ul style="list-style-type: none"> Operate ethically, professionally and with integrity at all times Ability to execute sound judgement and adhere to professional boundaries Commitment to reflective practice and continuous development and improvement Demonstrated skills in the use of Microsoft Office and reporting through data base collection systems.
Other Requirements	<ul style="list-style-type: none"> Ability to work within the philosophy of YWCA Canberra Current full driver's license and access to vehicle with comprehensive insurance during working hours (if required) A current Working with Vulnerable People Registration Australian Citizenship or suitable rights to work in Australia

Authorisation

Acknowledgement by Incumbent	Signature:	Date	Click here to enter a date.
	Name:		
Chief Executive Officer	Signature:	Date	Click here to enter a date.
	Name:		

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