

POSITION DESCRIPTION

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| Position Title | Housing Welfare Worker | | |
| Program Division | Primary and Mental Health | | |
| Team Area | Towards Home – Supportive Pathways to Permanent Housing | | |
| Position number | VAC0452 | | |
| Classification Grade & Level | Welfare Worker (Qualified) Class 1, Level 1 (The Equivalent Classification under the *Social, Community, Home Care and Disability Services Industry Award 2010* is Social and Community Services **Level 3 Pay Point 1**) | | |
| Enterprise Agreement or Award applicable | [Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2013-15](https://www.fwc.gov.au/documents/documents/agreements/fwa/AE406357.pdf) | | |
| Employment details | **Full-time**  **1.0 FTE** | **Part-time** | Casual |
| AND | | |
| Permanent  on-going | **Fixed Term 2 years**  **To: 30 /6/2020** | |
|  | Fixed term reason:  Parental Leave Replacement  Specific Project or Purpose | |
| Position reports to | Coordinator – Towards Home | | |
| Ordinary location(s) | Program sites -Doveton and Chadstone, Victoria | | |
| Closing Date | Wednesday, 11th July, 2018 @ 5pm | | |
| Recruitment contact | Email: [recruit@Starhealth.org.au](mailto:recruit@Starhealth.org.au) | | |

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| **Star Health**  Star Health is a provider of health and support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.  Star Health provides services spaning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of ***health and wellbeing for all***, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, affordable, joined up services with a no wrong door approach. |
| **Website Information:** [**http://www.starhealth.org.au/**](http://www.starhealth.org.au/) |

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| Purpose of Position |
| *Towards Home – Supported Pathways to Permanent Housing* is a Department of Health and Human Services initiative underpinned by a Housing First philosophy. The initiative provides secure transitional housing to individuals experiencing barriers to securing and maintaining housing matched with on-site/in- reach support.  Towards Home aims to create a structural safety net around vulnerable individuals, with service delivery principles of connection, continuity and coordination, and individually targeted supportive housing strategies to increase housing security, increase community connectedness and improve health and wellbeing.  The Housing Welfare Worker position utilises a people centred model, to deliver integrated and targeted interventions designed to:   * Assist clients’ housing and personal stability with active support on site, being individually tailored, flexible and responsive. * Be cognisant of individual’s history and narrative to anticipate, monitor, support and respond as required. * Capacity build recovery and client self-efficiency skills to sustain long term health and wellbeing and capacity to maintain long term housing. * Promote and apply trauma informed practices and recovery orientated interventions and align multiple services systems around consumer need. * Encourage social inclusion for consumers accessing local communities as well as communities of their own choice (particularly family and natural supports).   It is envisaged that the program will support 10-clients (inclusive of both sites) with a variety of needs and barriers impacting on their ability to secure and maintain housing. This may include individuals presenting with dual diagnosis, co-occurring illnesses, current experience and/or history of trauma, lack of social, familial and vocational connectedness and who may require interventions and responsiveness across a range of service systems.  The Housing Welfare Worker will work within a recovery and rehabilitation framework and be engaged across weekends (daytime included) and sleep over periods. In order to improve health and wellbeing, Housing Welfare Workers will assist consumers with on-site needs, and engage in developing individually targeted skills to increase capacity and community connectedness.  Housing Welfare Workers will be supported by the Program Coordinator. The Program Coordinator will have operational and service delivery oversight across program sites and will provide leadership, supervision and clinical/community experience and expertise to clients and staff to achieve program outcomes. |

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| Key Responsibilities |
| * Assist people on their recovery journey, which may encompass skill building in daily activities and access to the range of supports and services that they need. * Take a participant focused, holistic approach and aim to foster each Individual’s sense of hope and dignity through all stages of recovery and the different stages of life and experiences. * Contribute to ongoing assessment and monitoring of the wellness and safety of clients and staff, using mental state and risk assessment skills and safety/wellness plans. * Work collaboratively with consumers, their families and significant others and deliver family-sensitive models of service. * Work collaboratively with internal and external service providers. * Work collaboratively with Star Health colleagues, ensuring clear lines of communication, supportive and effectual handovers and active participation in team meetings and planning days. * Actively promote and ensure a safe and healthy team culture and workplace for staff, clients and stakeholders. * Maintain accurate program records, statistics and comply with all administrative quality and compliance requirements and tasks * Adhere to all relevant current internal and external Policy and practice frameworks and standards discipline specific practice standards, codes of ethics, * Adhere to all relevant current internal and external Policy and practice frameworks and standards discipline specific practice standards and codes of ethics. * Other duties as directed by your Coordinator/Program Manager. |
| **Key Capabilities** |
| * Experience and skills in the delivery of recovery orientated interventions and outcomes to complex clients. * Demonstrated ability to make sound practice decisions in a community setting. * Ability to work autonomously within defined parameters. * Ability to work within, promote and actively participate in the successful establishment of a new developing program to meet consumer and their families’ needs |

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| Qualifications [Post-Secondary/Vocational; Undergraduate or Postgraduate degree(s)] | |
| Essential | Vocational or University qualifications in : Community Development, Community Services, Welfare Work, Occupational Therapy, Social Work or similar qualifications |
| Preferred | Knowledge of trauma informed and recovery models/frameworks |
| Professional Membership(s) | Australian Community Workers Association or equivalent |
| **Experience** [Industry sector, field of practice] | |
| Essential | Knowledge and experience of working with consumers with complex needs. |
| Preferred | Experience in Mental Health, Homelessness, Alcohol and other Drugs or related fields. |

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| Key selection criteria – Essential | |
| Knowledge and skills | * Emotional intelligence and the ability to effectively engage with multidisciplinary teams, consumers and their families, and other stakeholders. * Skills in the delivery of recovery orientated interventions and outcomes to complex clients * Demonstrated knowledge of relevant service systems, referral and access pathways. * Ability to engage service systems and community supports as integral components of recovery orientated outcomes. * Understanding the Social Model of Health, Recovery Model and Trauma informed practice. * Demonstrated commitment to and participation in ensuring a productive, happy and inclusive work and team culture. * Ability to work autonomously, exercising sound professional judgement and seeking advice, supervision and consultation when appropriate. * Excellent interpersonal and communication skills (including high level written skills). |
| **Protecting babies, children and young people from child abuse and neglect is integral to the work at STAR** | |
| Protecting Children Policy Information | * Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families, and is a core responsibility for all Star Health staff. |
| **Organisational Responsibilities** | |
| Personal qualities | * **Resilience** - Demonstrates perseverance in achieving objectives and copes effectively with setbacks and problems. * **Initiative & Accountability** - Takes responsibility for actions and proactively implements work plan and addresses issues. * **Empathy and Cultural Awareness** - Demonstrates an interest in and an appreciation of a range of different cultures and actively seeks to understand and effectively address the issues and views of others. * **Continuous Quality Improvement** - Identify continuous quality improvement opportunities and act upon when/where relevant |
| Other Licence(s) | * Unrestricted Victorian Driver Licence (or equivalent) |

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| Important information |
| * Star Health is committed to providing and maintaining a working environment which is safe and without risk to the health of its employees. The organisation is a smoke-free workplace. * Your Letter of Offer may state you will be based at a particular Star Health site, however it is expected that you will be required to work at different locations in the greater metropolitan area of Melbourne * Offers of employment are contingent upon:   + A successful reference check (all positions);   + Non-adverse Criminal Record check (all positions);   + Fitness for Work medical examination (specific positions);   + Holding and maintaining a valid ‘Working with Children Check’ (all positions)   + Undertake a DHHS Disability Exclusion Worker Check (specific positions)   ***Star Health is an equal opportunity employer and encourages people with disabilities and individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.***  *Some roles may require candidates to undertake psychometric testing prior to appointment.* |
| **Salary Packaging Information** |
| * Star Health currently has two types of Salary Packaging:   + General salary packaging of $15,900 per FBT year   + Meal Entertainment/Facility leasing of $2,550 per FBT year   *Salary Packaging is optional and may have considerable tax benefits depending upon personal circumstances.* |

**AUTHORISATION**

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| **Person who completed and authorises this Position Description** | **Position Title:** | **Larissa Seymour - PM** |
| **Program / Division:** | **Mental Health** |