



POSITION DESCRIPTION

POSITION DETAILS

Title	Housing Access Support Worker
Position Number	PD031
FTE & Duration	Full time
Classification	Level 3 (dependent on qualifications)
Qualification	Relevant tertiary qualifications in Social Work, Community Services, Social Science, or other relevant tertiary studies
Reports to	Senior Worker Housing Access
Direct Reports	NA
Location	118-124 Pine Avenue, Mildura
Approved By	CEO

ORGANISATIONAL CONTEXT

MASP is a not-for-profit community-based organisation with a long history of service provision to disadvantaged and vulnerable members of our community.

MASP delivers a range of services to children, youth, families, and people with a disability. We focus on outcomes for our clients and seek therapeutic models of care and a trauma-informed approach.

We seek to be the benchmark organisation by which others model themselves.

Further details about MASP can be found on MASP's website www.masp.org.au

ABOUT US

Purpose: To empower our community to be free from homelessness, abuse, poverty, and disadvantage.

Vision: Thriving Mallee communities, with individuals and families equipped to lead safe, secure, healthy, and fulfilling lives.

OUR VALUES

CONNECTED: We nurture trusting, collaborative, and inclusive relationships.

ACCOUNTABLE: We employ authentic, competent, evidence-based practice.

RESPONSIVE: We demonstrate kind, flexible, timely, and personalised care.

EMPOWERING: We cultivate a strengths-based and enabling environment.

SAFE: We embrace a culturally safe, trauma informed, and dependable ethos.

POSITION OVERVIEW

The Housing Access Support Worker will manage a caseload of homelessness and at risk of homelessness clients to meet the individuals' identified needs and goals.

They will also develop local networks and partnerships within the sector to ensure appropriate supports and referrals are put in place to achieve positive outcomes for individuals and families with our community.

KEY RESULT AREAS

The Housing Access Support Worker is responsible for the following Key Result Areas:

SAFETY – Proactively demonstrate a commitment to WHS, putting the safety of yourself, co-workers, visitors, clients, and yourself first every time.

PEOPLE – Contribute to the success of MASP through facilitating collaboration, high performance and working with respect.

FINANCIAL – Deliver value for money when utilising Homelessness Support brokerage allocations.

CONTINUOUS IMPROVEMENT – Contribute to continuous improvement with the Homelessness Support team and the organisation.

KEY PERFORMANCE INDICATORS

Some of the Key Performance indicators for success in this role are:

1. Become familiar with appropriate government department guidelines, and eligibility requirements of programs.
2. Provide a responsive, integrated and comprehensive case management service to clients.
3. Participate in the Agency's Housing Access Intake System.
4. Link clients to identified support services required to achieve agreed outcomes, including health services, education and training opportunities, counselling services, etc.
5. Access sources of funding where available to facilitate outcomes for clients.
6. Be familiar with, and operate within, the 'Opening Doors' framework, utilising associated tools including the Initial intake and assessment form, referral and consent forms, prioritisation tool and resource register.
7. Assist clients to access emergency/interim housing options, including transitional housing and crisis accommodation, as well as caravan parks and motel accommodation.
8. Assist clients to secure long-term, safe and affordable housing through application to community, public and private housing, and assist with the transition into this accommodation.

9. Ensure that service users are treated in accordance with social justice principles, and that decisions and actions by workers are at all times ethical and in the best interests of people using the service.
10. Ensure that accurate client records are maintained and meet obligations regarding statistical reporting.
11. Develop and maintain collaborative, effective and integrated working relationships with other service providers and provide advocacy where required.

Other duties: The list above is not exhaustive. Occasionally you may be required to undertake tasks outside of these regular duties to support colleagues and share team responsibilities for all aspects of service delivery.

KEY SELECTION CRITERIA

Essential role-specific skills, knowledge and experience

1. Possession of the mandatory qualification.
2. Ability to deliver effective client-centred case management practices.
3. Demonstrated experience working with young people, single adults and/or families experiencing homelessness or at risk of homelessness
4. Ability to engage clients with complex needs and from diverse backgrounds.
5. Ability to liaise with and make referrals to other government and non-government agencies and services.
6. Effective organisation and time management skills.
7. Well-developed written and verbal communication skills.

CHILD SAFE STANDARDS

MASP is committed to providing a child safe environment. We demonstrate this by:

- Having zero tolerance for child abuse
- Actively working to listen to empower children
- Having systems in place to protect children from abuse
- Taking all child abuse allegations and concerns very seriously and responding to them consistently in line with our policies and procedures
- Promoting safety for Aboriginal children, children from culturally and/or linguistically diverse backgrounds, and providing a safe environment for children with a disability.

OTHER REQUIREMENTS

All employment is in accordance with Mallee Accommodation & Support Program Ltd's most current Enterprise Agreement and the Social, Community, Home Care and Disability Services Industry Award 2010.

Employees must comply with MASP Policies and Procedures.

Employment with MASP is contingent upon all employees holding the following at the time of commencement:

- Satisfactory Police Check
- Satisfactory Working with Children Check
- Satisfactory NDIS Worker Check
- Driver Licence

It is the responsibility of the employee to maintain these checks for the duration of their employment and to the satisfaction of MASP.

Depending upon the role, employment with MASP may also be contingent upon the employee holding the following at the time of commencement:

- Satisfactory completion of a Fit for Work Assessment

New employees are subject to a satisfactory six-month probationary period.

As a condition of appointment to this position, the appointee must disclose any pre-existing illnesses or injuries which may prevent them from carrying out the duties of their position.