

Position Description



Position title	Key Worker
Service Area	Transitioning from Homelessness
Reports to	Operations Lead, Transitioning from Homelessness
Date prepared/reviewed	July 2021
Location	Tranby Hub
Position Details	Max Term, Full Time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

A high percentage of people accessing Tranby require specialist support to successfully navigate pathways out of homelessness. The required supports are specialised and targeted to adopt different approaches and methodologies depending on the person's circumstances and individual needs at the time. The Tranby Key Workers will enable a targeted response to Specialised Individualised support during Tranby operational hours, and for extended hours to facilitate issue-specific workshops such as AOD, Housing and Accommodation, and Women's Circle; provide 1:1 support sessions; and follow up and complete complex referrals to accommodation, housing and specialist services.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the job holder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

The addition of these specialised Key Workers to Tranby team will:

- Create a welcome and inclusive environment for people who may find crisis services stressful or overwhelming to attend
- Enhance the no wrong door approach for people newly homeless or people needing extra supports
- Enable greater targeted approach to the complexities of homelessness
- Build and facilitate pathways and referrals to specific services ie mental health, AOD services and Incorporated Aboriginal organisations
- Accompany clients as they access further supports, assisting them to navigate often unfamiliar systems
- Provide support to the Tranby and Outreach Teams, enabling them to better navigate service pathways, and thereby provide better support to those needing these services
- Enable a targeted response to provide ideal support during Tranby operational hours, and for extended hours to facilitate issue-specific workshops
- Provide 1:1 support sessions; and follow up and complete complex referrals to accommodation, housing and specialist services
- Establish relevant networks with community agencies and accommodation providers to ensure the best possible outcomes for people that access Tranby
- Advocate on behalf of people that are experiencing homelessness or at risk of homelessness as identified by Tranby or Outreach workers
- Maintain accurate case management records, in line with Uniting WA standards and requirements
- Complete all data base entries
- Assist with the provision of reports and other information as required by Uniting WA, funding bodies and other government bodies and organisations
- Attend and contribute to team meetings
- Identify and report hazards in the workplace
- Exercise duty of care according to agency policy and ensure risks related to service delivery or projects are identified and escalated and/or addressed.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Demonstrated ability to manage the delivery of holistic and trauma informed support to individuals and families experiencing crisis due to homelessness, risk of homelessness which may include substance abuse, family/ domestic violence , financial hardship, disability and mental health issues
- Demonstrated experience in de-escalation and challenging client behaviours
- Well-developed communication and interpersonal skills including the ability to work effectively with service staff, service users, community agencies and other professionals
- Demonstrate clear and strong professional boundaries
- Well-developed organisational skills and an ability to set priorities and multitask in an environment that may present conflicting and changing priorities
- Demonstrated ability to work autonomously and exercise sound judgement
- Demonstrated understanding of issues affecting the Aboriginal and Torres Strait Islander people, people from diverse backgrounds and communities particularly regarding transience and homelessness, trauma, cultural awareness and sensitivities
- Demonstrated well developed verbal and written communication skills

Qualifications

Education, experience and technical skills required for this position.

- Recognised qualifications or experience in a relevant area such as community services/social work/social science
- Excellent computer skills with MS Word, Excel and other computer software packages
- Current C Class Licence
- Current national Police Clearance
- Current Senior First Aid Certificate
- Demonstrated knowledge of resources that can assist those experiencing homelessness or at risk of homelessness
- Knowledge of case management
- Excellent working knowledge of health, mental health, AOD and mainstream service
- Experience working with in a community services environment.

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

- This role will engage with the following external parties:
- Clients
- Government agencies
- Community Sector agencies
- Property Managers