

Initial Assessment & Planning Worker Position Description

Role Details:

Position Title	Initial Assessment and Planning Worker
Reporting to	Team Leader
Liaises with internally	All Staff
Liaises with externally	Clients, service providers and renters.
Supervises	No direct reports.
Purpose of the Position	The Initial Assessment and Planning worker is primarily responsible for the provision of Homelessness and Transitional Housing Services to individuals and families experiencing housing crisis. This is achieved by utilising established organisational links with appropriate support and assistance to secure long-term housing; provision of financial assistance in obtaining and maintaining housing and allocation of transitional housing to those in most need.
Hours	Full Time
Salary/Rate	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 4
Essential Criteria	<ol style="list-style-type: none"> 1. Qualifications and experience relevant to the role. 2. Developed communication, advocacy and negotiation skills. 3. Proven experience in a client focused role with the ability to deliver a high standard of customer service and meet the needs of complex clients. 4. Highly developed administration skills including the sound application of database management programs and MS Office/Outlook. 5. Proven ability to manage time effectively, including to prioritise tasks and meet deadlines.

	6. Ability to understand, interpret and apply relevant legislation including Privacy, Anti-Discrimination, Equal Opportunity during daily work. 7. Current driver's licence.
Preferred Criteria	1. Knowledge of the public, private and community housing sectors. 2. Sense of humour
Key Performance Indicators	<p><u>Opening Doors</u></p> <ul style="list-style-type: none"> Weekly contact with all clients on interim response level 1 (unless negotiated with manager). Adhering to all guidelines outlined in the Opening Doors Practice Manual. Adhering to the Housing Establishment Fund (HEF) budgetary and eligibility guidelines. <p><u>THM</u></p> <ul style="list-style-type: none"> Monthly reviews actioned each month (90%). Housing exit plans for all THM clients recorded in SHIP, reviewed monthly. <p><u>SHIP recording</u></p> <ul style="list-style-type: none"> SHIP status updates and validation of data to be completed for the prior month by the 6th of the following month. (100% of the time). <p><u>Networking</u></p> <ul style="list-style-type: none"> Participate in All of Staff and team meetings, supervision and community events. Participate in Opening Doors Practice meetings.

Capability Framework:

Key Area	Detail
Understand the contemporary homelessness context	<ul style="list-style-type: none"> Knows and applies the standards, rules and commitments under which funded organisation operate Is aware of available housing and support options for clients Establishes and maintains professional relationships and networks.
Understand clients and their needs	<ul style="list-style-type: none"> Understands the structural causes, pathways into, and impacts of homelessness Understands and responds to the needs of diverse groups Applies strengths based approach Promotes client participation and listens actively Communicates appropriately and effectively
Determines solutions	<ul style="list-style-type: none"> Identifies problems and finds solutions Makes decisions appropriately
Deliver Services	<ul style="list-style-type: none"> Understands and uses internal systems and processes Advocates and influences Is outcomes focused Is quality focused

Manage Self	<ul style="list-style-type: none"> • Manages time effectively • Is adaptable and flexible • Demonstrates resilience • Demonstrates self care and awareness of health & wellbeing
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Responsibilities:

Responsibilities	Focus Areas	Tasks
Service delivery	<i>Intake & Assessment</i>	<ul style="list-style-type: none"> • Screening and prioritisation of people contacting or presenting for assistance • Assessment of a person's current and future housing needs • Undertake appropriate intake procedures for consumers (drop ins/phone call) • Undertake Initial Assessments and provide Interim Response as per Local Area Service Network (LASN) protocols • Appropriate referrals to support services (material aid etc.)
	<i>Housing Information and Referral</i>	<ul style="list-style-type: none"> • Link people to appropriate supports • Assist with the allocation of transitional housing for those homeless or at risk of homelessness through encouraging referrals and supporting the team leader. • Assist people in accessing public and private housing • Monitor people in Transitional Housing to ensure appropriate long-term housing goals are met (housing exit plans completed) • Carry out other outreach as required
	<i>Provision of Housing Establishment Funds (HEF)</i>	<ul style="list-style-type: none"> • Assessment of Housing Establishment Funds (HEF) in accordance with agency and government guidelines • Maintain links with appropriate accommodation providers such as caravan park and real estate agents • Provision of HEF as per Opening Doors protocols and practice manual
	<i>Advocacy</i>	<ul style="list-style-type: none"> • Provide information and advice on internal and Governmental Housing allocation policy • Highlight and contribute to debate on systemic housing issues • Advocate on behalf of people in housing crisis. • Assist people to participate in decisions about their housing needs.
	<i>Education and Awareness</i>	<ul style="list-style-type: none"> • Establish avenues and opportunity to facilitate awareness and education on housing matters to real estate agents, caravan parks and the broader community.

	<i>Case Coordination</i>	<ul style="list-style-type: none"> • To undertake the coordination of support services for complex clients to ensure a coordinated approach to a person's housing needs. • Liaise with other relevant services for people listed on the Opening Doors 'prioritisation list'
	<i>Family Violence Brokerage Program</i>	<ul style="list-style-type: none"> • Undertake appropriate intake & assessment procedures for eligible people to access and/or retain private rental as a long-term housing option. • Ensure appropriate referrals & linkages with Family Violence services. • Liaison with Real estate agents in order to assist clients to obtain private rental • Assistance in development of a housing plan for establishing and sustaining private rental brokerage • Provide Landlords/ RE Agents with brokerage cheques • Maintain client records
Administration	<i>Client Management System</i>	<ul style="list-style-type: none"> • Ensure all client contacts are recorded in SHIP. • Maintain appropriate financial assistance records in accordance with agency and government policies. • Ensure accurate, appropriate and relevant information is recorded in client notes in accordance with legal requirements.
	<i>Opening Doors Framework</i>	<ul style="list-style-type: none"> • Undertake administration requirements directly relating to Opening Doors, including the 'resource register' and 'prioritisation list'
	<i>Budgets</i>	<ul style="list-style-type: none"> • Maintain and monitor HEF and FV brokerage expenditure and budget in accordance with DFFH and organisational allocation.
	<i>Housing application</i>	<ul style="list-style-type: none"> • Assist in collection of documentation required to complete a housing application, according to DFFH guidelines. • Provide written support letters where appropriate • Submission of Early Housing Application
	<i>General Administration</i>	<ul style="list-style-type: none"> • Complete set administrative tasks associated with job role as required.
Develop and maintain appropriate networks	<i>Opening Doors Practice meetings</i>	<ul style="list-style-type: none"> • Attend and contribute at Practice meetings with other LASN members.

	<i>Case and allocation meetings</i>	<ul style="list-style-type: none"> • Organise, attend and contribute to case planning and professionals' meetings when necessary. • Contribute to THM allocations meetings upon request by the Team Leader.
	<i>General Networking</i>	<ul style="list-style-type: none"> • To develop relationships with a range of service providers to work collaboratively to assist in enhanced client outcomes
Contribution to BeyondHousing	<i>Broad activities of BeyondHousing and the THM Program</i>	<ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation • Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values • Adhere to human resources policies including anti discrimination, Code of Conduct, harassment and equal opportunity policies • Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment • Display a positive attitude, treat others with respect and be an active member of the team • Follow lawful direction provided by senior members of the team • Adhere to the Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working With Children Check. • Abide by relevant legislation including; Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

Name

Date

Instructions:

1. Staff should read this Position Description carefully and ask questions if any clarification is needed.
 2. Staff should retain a copy of this Position Description for their own reference and use.
 3. This is a living, breathing document and may change with the needs of the organisation. Staff and Managers should discuss changes in the position as they arise.
 4. Managers must provide a copy of this Position Description with their letter of offer.
 5. Managers must discuss all requirements in this Position Description with their staff member.
 6. A signed copy of this Position Description must be returned to Human Resources.
 7. Human Resources will place a signed copy on the staff member's file.
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