

# PRAP Plus Support Worker

## Position Description

### Role Details:

<b>Position Title</b>	PRAP Plus Support Worker.
<b>Reporting to</b>	Team Leader.
<b>Liases with internally</b>	All staff, though primarily working alongside the PRAP Rental Assistance Broker and the STAR case manager.
<b>Liases with externally</b>	Clients, specialist service providers, community service providers, Department of Families, Fairness & Housing (DFFH) and Real Estate Agents.
<b>Supervises</b>	Nil
<b>Purpose of the Position</b>	PRAP Plus is an outreach intervention program, providing support for households living in, or entering a private rental agreement, and require additional practical support to establish, or maintain their private rental housing.
<b>Hours</b>	Full time
<b>Salary/Rate</b>	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 4
<b>Essential Criteria</b>	<ol style="list-style-type: none"> <li>1. Qualifications and/or experience relevant to the role</li> <li>2. Well-developed communication, advocacy and negotiation skills</li> <li>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</li> <li>4. Highly developed administration skills including the sound application of database management programs and MS Office/Outlook</li> <li>5. Proven ability to manage time effectively, including prioritising tasks and meeting deadlines</li> <li>6. Ability to understand, interpret and apply relevant legislation</li> <li>7. Current Driver's License</li> </ol>
<b>Preferred Criteria</b>	<ol style="list-style-type: none"> <li>1. Knowledge of the public, private and community housing sectors.</li> </ol>

	<p>2. Understanding of the Residential Tenancies Act 1997 (RTA).</p>
<p><b>Key Performance Indicators</b></p>	<ul style="list-style-type: none"> <li>• SHIP status updates and validation of data to be completed by 5pm, on the 6<sup>th</sup> of each month (100% of the time).</li> <li>• Foster collaboration and teamwork within and across programs and services</li> <li>• Every engaging client has a client centred individualized case plan on SHIP (100% of the time).</li> <li>• Achieve the annual target of 48 (minimum) open support periods.</li> <li>• Every engaging client has an Outcomes Star Assessments completed and recorded (100% of the time).</li> <li>• Every client to be provided with formation on how to provide feedback and recorded in SHIP.</li> <li>• All contact with clients is to be recorded in SHIP, with the expectation of minimum weekly contact with a client that can be in person, via phone, post or attempted contact and fortnightly face to face contact a minimum (document all attempts at contact).</li> <li>• Maintain accurate and appropriate data, including case notes being entered on SHIP within two working days of contact with the client (100% of the time).</li> <li>• Complete an off-site check prior to completing a home visit to a new client and documentation uploaded to SHIP (100% of the time).</li> <li>• Follow up contact with client is to be completed to ensure the rental agreement has been sustained for six months post support. Response documented on SHIP.</li> <li>• Demonstrate a high level of skill in providing advocacy for clients with Real Estate Agents <ul style="list-style-type: none"> <li>○ Demonstrating a thorough understanding of renter rights and responsibilities.</li> </ul> </li> </ul>

## Capability Framework:

Key Area	Detail
<b>Understand the contemporary homelessness context</b>	<ul style="list-style-type: none"><li>• Knows and applies the standards, rules and commitments under which funded organisation operate</li><li>• Is aware of available housing and support options for clients</li><li>• Establishes and maintains professional relationships and networks.</li></ul>
<b>Understand clients and their needs</b>	<ul style="list-style-type: none"><li>• Understands the structural causes, pathways into, and impacts of homelessness</li><li>• Understands and responds to the needs of diverse groups</li><li>• Applies strengths-based approach</li><li>• Promotes client participation and listens actively</li><li>• Communicates appropriately and effectively</li></ul>
<b>Determines solutions</b>	<ul style="list-style-type: none"><li>• Identifies problems and finds solutions</li><li>• Makes decisions appropriately</li></ul>
<b>Deliver Services</b>	<ul style="list-style-type: none"><li>• Understands and uses internal systems and processes</li><li>• Advocates and influences</li><li>• Outcomes focused</li><li>• Is quality focused</li></ul>
<b>Manage Self</b>	<ul style="list-style-type: none"><li>• Manages time effectively</li><li>• Is adaptable and flexible</li><li>• Demonstrates resilience</li><li>• Demonstrates self-care and awareness of health &amp; wellbeing</li></ul>

## Responsibilities:

Key Area	Focus Area	Tasks
<b>Support and Case Management</b>	<i>Effective delivery of case management through a collaborative process of assessment, planning, facilitation and advocacy for options and services to meet an individual's holistic needs</i>	<ul style="list-style-type: none"> <li>• Develop the strengths of the client to effectively advocate for themselves.</li> <li>• Cultivate a professional working relationship with the client that identifies the client's individual needs, aspirations, expectations and values.</li> <li>• Maintain appropriate and professional boundaries.</li> <li>• Promote and support the self-determination and independence of the client, fostering capacity building.</li> <li>• Apply a strengths-based approach to all interactions with the client.</li> <li>• Support clients to address barriers contributing to housing instability.</li> <li>• Provide an effective level of support to assist clients achieve outcomes that lead to successful, sustainable private rental agreements.</li> <li>• Develop a comprehensive understanding of specialist's services and the referral pathways for clients to obtain additional supports.</li> <li>• Reduce preventable exits from private rental.</li> <li>• Reduce entry into homelessness service system.</li> <li>• Assist client to reduce rental arrears.</li> <li>• Educate and assist with private rental applications.</li> <li>• Attend inspections with clients, role modeling communication, and presentations at inspections.</li> <li>• Provide clients with strength-based client centred case management supported by a holistic case plan and Outcomes Star assessment.</li> </ul>
	<i>Advocacy</i>	<ul style="list-style-type: none"> <li>• Advocate for resources, services or support the client would not otherwise be provided</li> <li>• Provide informed and accurate advice to renters in a private rental.</li> <li>• Generate within clients an understanding of their rights and responsibilities as renters.</li> <li>• Highlight and contribute to debates concerning systemic housing issues.</li> <li>• Meet client case load targets as determined by BeyondHousing.</li> <li>• Assist renters to participate in decisions to address their housing issues.</li> </ul>
	<i>Awareness and Education</i>	<ul style="list-style-type: none"> <li>• Facilitate awareness and education on housing issues amongst both renters and the broader community.</li> </ul>
	<i>Participation and Representation</i>	<ul style="list-style-type: none"> <li>• Represent BeyondHousing at relevant forums, meetings and community networks.</li> </ul>

<b>Administration</b>	<i>Specialist Homelessness Information Platform (SHIP)</i>	<ul style="list-style-type: none"> <li>• Ensure all client contacts are recorded in SHIP</li> <li>• Maintain accurate, up to date and relevant recording of client file notes and casework data in accordance with legal requirements.</li> </ul>
	<i>General Administration</i>	<ul style="list-style-type: none"> <li>• Complete administrative requirements associated with job tasks as detailed.</li> </ul>
<b>Broad activities of BeyondHousing</b>		<ul style="list-style-type: none"> <li>• Undertake regular supervision and performance review with Team Leader.</li> <li>• Promote and maintain a positive, respectful, and collaborative work environment and working relationships.</li> <li>• Abide by relevant legislation including Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values</li> <li>• Adhere to human resources policies including anti-discrimination, Code of Conduct, and equal opportunity policies</li> <li>• Adhere to workplace health and safety policies and proactively contribute to maintaining a safe and clean work environment</li> <li>• Display a positive attitude, treat others with respect and be an active member of the team, value diversity and support fellow team members.</li> <li>• Follow lawful direction provided by senior members of the team</li> <li>• Maintaining a National Police Check and Victorian Working with Children Check.</li> <li>• A demonstrated understanding and respect of the child Safe Standards and child safety principles including the safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds s well as children who identify as LGBTIA+ as well as children with a disability</li> <li>• Knowledge of MARAM (Multi Agency Risk Assessment and Management Framework) and an understanding and application of information sharing scheme FVISS and CISS.</li> </ul>

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

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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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