

**BeyondHousing
Staff Position Description**

Position Title	Initial Assessment and Planning Worker
Reporting to	Team Leader
Liaises with internally	All staff
Liaises with externally	Service providers, consumers and tenants
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 and Disability Services Industry Award – Level 4
Essential Criteria	<ol style="list-style-type: none"> 1. Qualifications and experience relevant to the role. 2. Well developed communication, advocacy and negotiation skills. 3. Proven experience in a consumer 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 prioritise tasks and meet deadlines. 6. Ability to understand, interpret and apply relevant legislation including Privacy, Anti Discrimination, Equal Opportunity during the course of daily work. 7. Current driver’s licence.
Preferred Criteria	<ol style="list-style-type: none"> 1. Knowledge of the public, private and community housing sectors. 2. Sense of humour
Behaviours Required	<ol style="list-style-type: none"> 1. Teamwork 2. Equality, honesty and integrity 3. Being motivated 4. Loyalty to the job and business

<p>Key Performance Indicators</p>	<p><u>Opening Doors</u></p> <ul style="list-style-type: none"> • Weekly contact with all consumers on interim response level 1 (unless negotiated with manager). • Adhering to all guidelines outlined in the Opening Doors Manual. • Adhering to Housing Establishment Fund budgetary and eligibility guidelines. <p><u>THM</u></p> <ul style="list-style-type: none"> • Monthly reviews actioned each month (90%). • Housing Plans for all THM consumers recorded in notes and uploaded to SHIP. <p><u>SHIP recording</u></p> <ul style="list-style-type: none"> • SHIP status updates completed by the end of the first week of each month (100%). <p><u>Networking</u></p> <ul style="list-style-type: none"> • Participate in organisation and team meetings, supervision and community events. • Attend 3 out of 4 Local Area Homelessness Network Meetings per year.
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Key Areas	Tasks	Focus Areas
Service delivery	<ul style="list-style-type: none"> Intake & Assessment 	<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.)
	<ul style="list-style-type: none"> Housing Information and Referral 	<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
	<ul style="list-style-type: none"> Provision of Housing Establishment Funds (HEF) 	<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
	<ul style="list-style-type: none"> Advocacy 	<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.
	<ul style="list-style-type: none"> Education and Awareness 	<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.
	<ul style="list-style-type: none"> Case Coordination 	<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'

	<ul style="list-style-type: none"> • Family Violence Brokerage Program 	<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 consumer records
Administration	<ul style="list-style-type: none"> • Client Management System 	<ul style="list-style-type: none"> • Ensure all consumer contacts are recorded in SHIP • Maintain appropriate financial assistance records in accordance with agency and government policies • Ensure accurate and relevant recording of client notes in accordance with legal requirements.
	<ul style="list-style-type: none"> • Opening Doors 	<ul style="list-style-type: none"> • Undertake administration requirements directly relating to Opening Doors, including the 'resource register' and 'prioritisation list'
	<ul style="list-style-type: none"> • Budgets 	<ul style="list-style-type: none"> • Maintain and monitor HEF & FV spending and budget in accordance with DHHS and organisational allocation.
	<ul style="list-style-type: none"> • Early Housing application 	<ul style="list-style-type: none"> • Assist in collection of consumer documentation according to DHHS guidelines • Provide written support letters where appropriate • Submission of Early Housing Application
	<ul style="list-style-type: none"> • General Administration 	<ul style="list-style-type: none"> • Complete set administrative tasks associated with job role as required.
Develop and maintain appropriate networks	<ul style="list-style-type: none"> • Network meeting 	<ul style="list-style-type: none"> • Attend and contribute to local area homelessness meetings • Attend and contribute to other network meeting as required
	<ul style="list-style-type: none"> • Case and allocation meetings 	<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.
	<ul style="list-style-type: none"> • General Networking 	<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	<ul style="list-style-type: none"> • Broad activities of BeyondHousing and the THM Program 	<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 and be an active member of the team • Treat others with respect • Attend and participate in regular supervision sessions with your Manager • Attend and contribute at team and all of staff meetings • Follow lawful direction provided by senior members of the team • Abide by relevant legislation including; Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings
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Responsibilities

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

Instruction for staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This is a living, breathing document and may change with the needs of the Business.
5. Please keep the Manager informed if you have any changes in the position.

Instruction for managers

1. Provide a copy of the Position Description with the letter of offer.
2. Copy the signed copy of the Position Description and give to the Staff Member.
3. Register the signed Position Description on the Staff File Database.
4. Place the signed copy of the Position Description on the staff file.