

Position Description

Community Support Worker – Sustaining Tenancies in Supported Housing Program (STSH)

Position Details

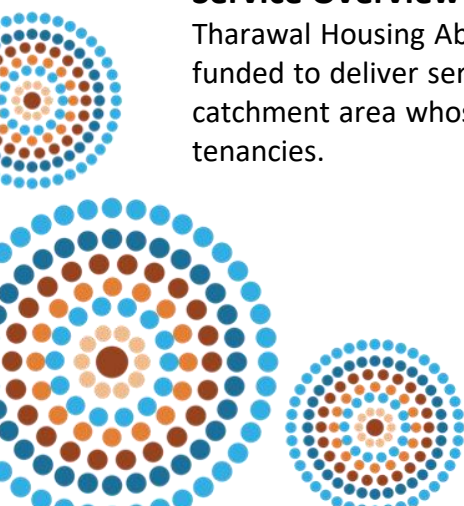
Position Title	Community Support Worker - STSH
Employer:	Tharawal Housing Aboriginal Corporation
Reports To:	Team Leader
Location:	Airds / Macquarie Fields
Grade Level:	CSD Level 2 from \$57,170 - \$62,811 pa dependent on skills and experience
Employment Status:	Monday to Friday 9am to 5pm
Term of Employment	Maximum Term Contract until June 30 2022

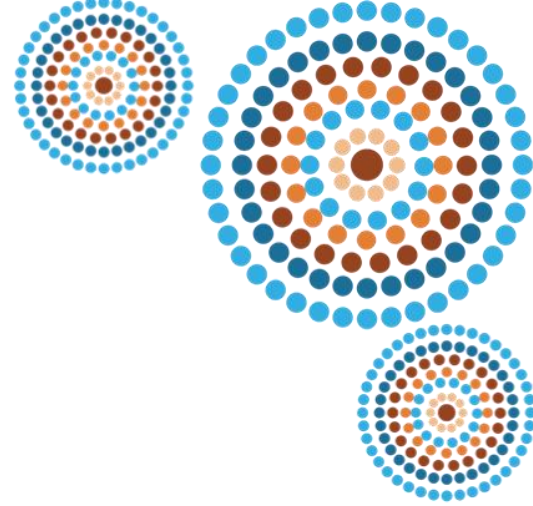
Agency Overview

Tharawal Housing Aboriginal Corporation aims to support Aboriginal and Torres Strait Islander people to successfully sustain tenancies by linking clients into support services where applicable. Tharawal Housing Aboriginal Corporation aims to educate Aboriginal and Torres Strait Islander people by providing pathways into improved housing outcomes delivered in a culturally appropriate manner.

Service Overview

Tharawal Housing Aboriginal Corporation in partnership with Neami National who has been funded to deliver services to tenants of FACS Housing NSW residing in the Macquarie Fields catchment area whose tenancies are at risk or are at risk of receiving breaches against their tenancies.





The Sustaining Tenancies in Supported Housing Program (STSH); is a time limited, focused intervention aimed at assisting people to access appropriate supports to assist in maintaining their tenancies.

Tharawal Housing Aboriginal Corporation and Neami's STSH will work in a joined up approach with Macarthur FACS Tenancy team to ensure that people entering the service receive a timely service response. The Service will operate during office hours, five days per week.

Primary purpose of the role

Provides a broad range of tenancy support and facilitation to tenant of FACS Housing NSW within the South West Sydney District predominately tenants residing in the Macquarie Fields area.

This role will be responsible for working in collaboration with tenants who have been identified by FACS Housing NSW staff at risk. The role will be responsible for working predominately with FACS Housing Staff, Tharawal Housing Aboriginal Corporation, Neami and external stakeholders to support tenants in sustaining their tenancy obligations.

The key outcome of the role is to provide intense support to tenants of FACS Housing NSW for a period of 12 months by ensuring the tenant is able and equipped with the skills and knowledge to be able to sustaining their tenancy obligation into the future.

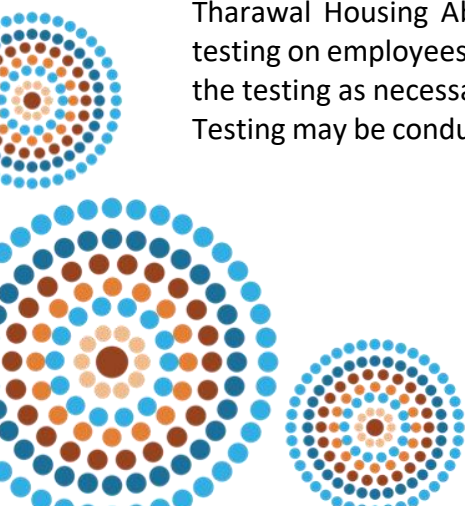
Conditions of Employment

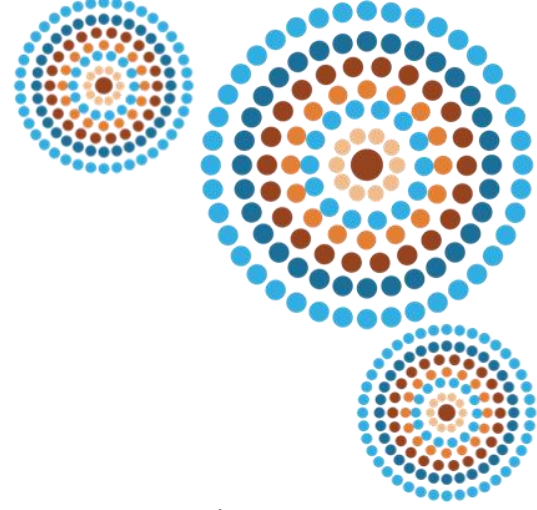
The terms and conditions of employment will be in accordance with the Tharawal Housing Aboriginal Corporation Employment Handbook – Consumer Service Delivery Level 2: \$57,170 - \$62,811 pa depending on skills and experience.

A number of benefits are available to all staff, including generous salary packaging, increasing the take home wage by up to \$8,000 pa (pro rata).

Criminal record checks are mandatory for all new appointments.

Tharawal Housing Aboriginal Corporation undertakes scheduled random drug and alcohol testing on employees which will be done by an external provider who will choose and conduct the testing as necessarily required. For employees, this may include pre-employment testing. Testing may be conducted based on reasonable suspicion or following an incident or accident.





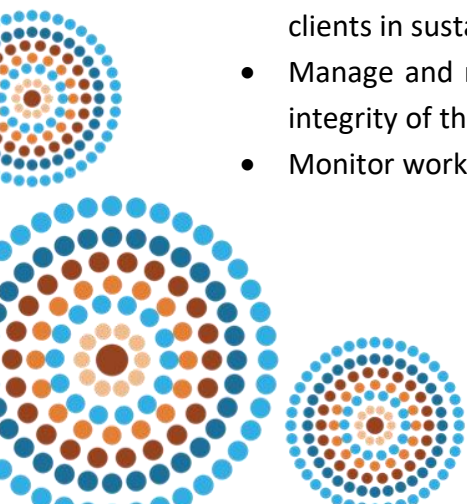
Tharawal Housing Aboriginal Corporation reserves the right to carry out random testing across all levels of employees.

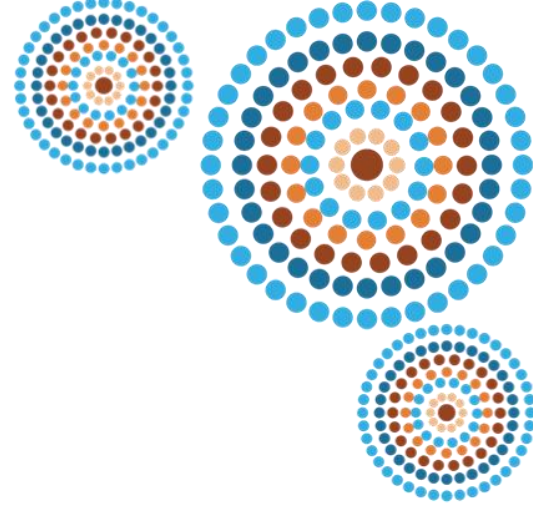
Requirements

- Current NSW Driver Licences
- Be a person of Aboriginal or Torres Strait Islander descent. Aboriginality is a genuine occupational qualification and is authorised under Section 14 (d) of the Anti-discrimination Act (1977).

Key Accountabilities

- Ability to case manage clients with complex needs to ensure they are able to sustain their tenancy obligations.
- Ability to work independently in the community as well as in a team environment.
- Actively participate in reflective practice through team meetings, decision-making processes, service planning sessions, supervision and staff development activities
- Using the team approach to support work, cooperate closely with team members (including Neami's STSH and FACS staff working in the STSH program) in order to ensure continuity of care and provision of a comprehensive service to consumers
- Ability to recognize the specific needs of clients with complex and multiple needs such as those that are impacted by significant mental health, DV, drug and alcohol and antisocial behaviour.
- Monitor and report on changes in tenancy risks and outcome for clients.
- Engage and build trust with clients who have in the past have shown signs of disengagement.
- Ability to engage with support service and tenant in a culturally-specific responses.
- Assist and support Aboriginal clients and provide advice and assistance on housing options and solutions.
- Work in collaboration with internal and external stakeholders to support Aboriginal clients in sustaining their tenancy obligations
- Manage and maintain all client information to ensure confidentiality, accuracy and integrity of the organization.
- Monitor workflow and review key work priorities.





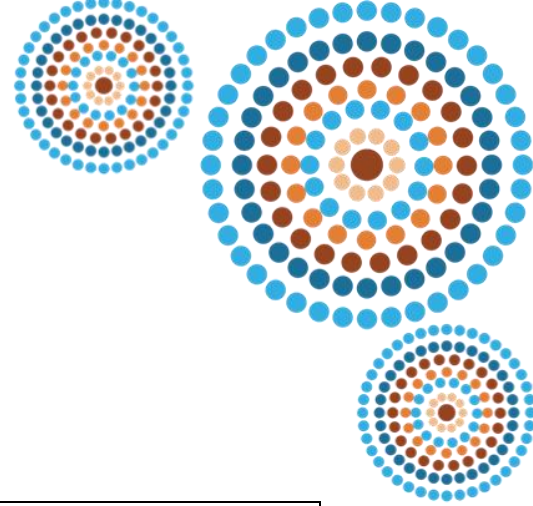
- Understanding of policies and legislation requirements across the social housing sector.
- Provide administration support across the team.
- Maintain accurate and up to date client record keeping to ensure compliance and evidence base reporting.
- Work in partnership with key stakeholders to resolve complex tenancy issues and neighbourhood disputes.
- Maintain and develop relationships with key stakeholders to ensure positive outcomes for Aboriginal clients and the organization.

Knowledge, Skills and Experience

- Tenancy experience and/or case management experience.
- Experience working with complex clients with multiple needs.
- Sound written or oral communication skills.
- Sound interpersonal skills including capacity to provide a high level of case management to clients with complex needs
- Capacity to work well within a human service environment.
- Sound computer knowledge including a good working knowledge of Microsoft Office applications.
- Capacity to develop relationships with key stakeholders to provide better outcomes.
- Knowledge or ability to acquire a sound understanding of the social housing sector including relevant legislation.
- Capacity to work within an environment of fluctuation work priorities and changing priorities.
- Sound understanding of the issues that impact Aboriginal clients in sustaining tenancies.

Application Procedure

To discuss the position, please contact:



Name:	Alison Croall
Title:	General Manager
Contact Phone Number:	46284837 or alison.croall@tacams.com.au

Applications should include a CV and a one page Cover Letter addressing the two question listed below.

Demonstrated ability to establish and maintain effective partnerships and relationships with a wide range of stakeholders and experience in working in a casework environment

Demonstrate ability to work with clients with complex needs with the ability to identified innovations solutions to meet their needs.

To apply, please:

- Include three current referees.
- Ensure files are in Word (.doc) or Adobe Reader (.pdf) format.

Closing date for applications: **Tuesday 5th March 2019**

No recruitment agency candidates will be accepted for this position.

