

Support Worker- Housing, Murarrie, Brisbane

Employer: Gateway Community Group Inc. T/A Gateway Housing

Work Type: Part Time

Classification/s: Housing, Social Work, Family Services

Sector: Not For Profit (NFP)

Location: Murarrie, Brisbane QLD

Applications close: Wednesday 8th September 2021. Please note we will be reviewing and contacting applicants prior to the closing date so please ensure you submit your application as soon as possible.

Position and Organisation Overview

Gateway Community Group Inc. trading as Gateway Housing provides supported transitional housing to families who are experiencing homelessness or at risk of becoming homeless. Gateway Community Group Inc. is a Specialist Homelessness Service, funded by the Department of Housing, QLD Government. We are seeking an experienced Housing Worker or Family Support Worker (Housing) in a part time role of 3 to 4 days per week 7.6-hour days. The commencement date is negotiable but preferably by mid-September. Days of work are negotiable but are weekdays during business hours.

What We Offer:

- As a registered not for profit organisation in addition to your remuneration you will enjoy generous tax-free salary packaging benefits
- Employee Assistance Program (EAP)
- Ten External Supervision Sessions per year with your choice of Professional Supervisor
- A supportive, flexible, and encouraging organisation
- This is a rewarding opportunity to work in the small community-based organisation.

This Role requires:

- An understanding and ability to apply trauma informed practice and current approaches when interacting with clients / tenants
- Demonstrating your relevant experience in providing client focused tenancy management working with a diverse range of clients

- That you will have a good working knowledge and understanding of the Residential Tenancies Act.
- The ability to plan, coordinate and implement case management plans to achieve successful and client led tenant and housing outcomes
- Strong interpersonal and communication skills with the ability to quickly build rapport and maintain productive working relationships with colleagues, clients and stakeholders

Mandatory Requirements

- Valid driver's licence to drive in Australia / A current Class C Queensland Driver Licence
- A current Working with Children's Assessment Notice (Blue Card)

Qualifications

Appropriate degree qualification relevant to the delivery of community services e.g., social work, Psychology, Occupational Therapy, Mental Health, Community Services, or similar field. Candidates with Diploma qualifications and outstanding relevant experience may be considered.

How to Apply for This Job

- Please respond to the selection criteria in a one-page cover letter
- Attach Resume
- Email: melissa@gatewayhousing.org.au

For further information please contact Melissa on 0422 355 715.

Applications close 5pm Wednesday 8th September 2021. Please note we will be reviewing and contacting applicants prior to the closing date so please ensure you submit your application as soon as possible.

Shortlisted applicants will be asked to complete a Pre-Employment Assessment that requires disclosure of pre-existing injuries, illnesses or conditions that could reasonably be aggravated by performing the duties of this position.

Position Description and Duties

- Assist families to enter Gateway Housing accommodation including using ADL to produce lease agreements, calculating rent, assisting new tenants to complete all sign-up documentation, and assisting families with their relocation at the end of tenancy.
- Actively encouraging tenants to seek and apply for affordable longer-term accommodation, assisting them with accessing private housing, community housing and or Department of Housing, as appropriate to the individual situation
- Work with families to identify their needs and assist with goal setting, creating and maintaining support plans specific to the family's needs
- Provide information, referral and advocacy to tenanted families
- Provide post tenancy follow up and advocacy
- Review the needs and progress of families in regular staff meetings
- Undertake administrative duties in relation to tenants and their tenancy
- In consultation with the Executive Officer, maintain administrative data relating to asset management and property maintenance in their absence or as negotiated
- Maintain data entry and provide statistical reports in Departmental platforms SHIP and QHIP
- Represent Gateway, in consultation with the Executive Officer, at relevant meetings, then provide feedback at staff meetings and include information in the monthly report to the Executive Officer
- Undertake approved professional development
- Transportation of clients to Department of Housing and relevant support organisations, in line with COVID safe guidelines.

Housing Worker

Key Selection Criteria

SC1:

Possess at least 2 years working in Community Housing, or family support roles with experience in case management

SC2

Demonstrated experience in tenancy management in the community housing sector, including using Centrepay and working with rents

SC3

Proven ability to effectively manage challenging client behaviours and respond to crisis situations

SC4

Demonstrated case management including the ability to produce well-articulated case notes, reports and related correspondence

SC5

Ability to manage time, resolve routine problems and meet deadlines with minimal supervision and direction

CONDITIONS OF SERVICE

Probation All positions are subject to a probationary period of six (6) months.

Hours of Work: Hours of work 7.6-hour days, to be negotiated between Monday to Friday.

Award: Social, Community, Home Care and Disability Services Industry Award 2010. Social and Community Services. Level 4.1

Annual Leave: Four (4) weeks per annum pro rata with \$17.5% loading

Sick Leave: Ten (10) days per annum pro rata

Special Leave: All other leave entitlements as per relevant Award

Superannuation: Currently 10% in accordance with legislative requirements

Right to work in Australia: All employees must have the right to work in Australia and hold Australian resident status

Notice of Termination: Where workers leave their position prior to the end of the contracted period or are permanent employees, they are required to give notice of:

- Part time workers – minimum 2 weeks

Grievance Procedure: Gateway has Policies and Procedures in place that are to be followed in any cases of dispute or grievance

Redundancy: As per relevant Award.