



Role	Specialist Homelessness Service Program Worker
Award/Enterprise Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification/Grade:	L3 to L4 dependant on qualifications and experience
Reports to:	Team Leader of Community Support
Supervises:	N/A
Internal Liaison:	Executive Team Management Team
External Liaison	Community based support organisation Peak agencies
Job Status:	0.6 FTE Permanent Part-time

About us

For more than 30 years, Northern District Community Health (NDCH) has worked to build healthy, inclusive, and connected rural communities. Our priority is ensuring our clients have the support they need to stay in their homes so they can continue to engage with, and participate in, their local community.

NDCH provides medical care, mental health support, chronic disease management, community-based programs and in home-based services to foster vibrant, healthy communities while providing rewarding career opportunities for passionate professionals.

Our service has grown to span the Gannawarra, Buloke and Loddon Shires and more recently extended into the Rural City of Swan Hill. With more than 140 employees and 170 volunteers, our service encompasses picturesque towns like Cohuna, Kerang, Boort and more.

Together, our team works to provide critical community health and preventative care services and support for rural communities. NDCH’s connection to local communities, coupled with our partnerships with regional health and community services, is what allows us to improve the health and wellbeing of people in the Loddon Mallee region.

Job Summary

Northern District Community Health is an entry point for the Opening Doors Specialist Homelessness Services Program for the Shire of Gannawarra, Buloke and the northern end of the Shire of Loddon.

The primary purpose of this role is to provide initial assessment and planning (IAP) to clients and/or their families experiencing homelessness or at risk of homelessness in line with the guidelines for the Specialist Homelessness Services Program.

This is an opportunity to join a team where your skills and commitment to quality directly impacts the wellbeing and quality of life of our rural community.

Role Accountabilities

- To undertake a thorough initial comprehensive needs-based assessment in consultation with clients, to determine appropriate service provision.
- To work within the initial assessment and planning framework as set out in the specialist homelessness services guidelines.
- To provide support and resources to individuals and families in the event of emergencies, such as sudden loss of accommodation, or in the event of natural disasters, in keeping with the service's role in relevant municipal Emergency Management Plans.
- Provide emergency accommodation to clients who present as homeless, within funding guidelines.
- To provide support and advocacy for individuals and families who are homeless or at risk of homelessness.
- To provide support and advocacy for individuals and families that will enable them to remain in accommodation settings.
- To provide support to tenants who are residing in Transitional Housing Management (THM) properties who are engaged with the Specialist Homelessness Program at NDCH
- To support tenants in the transition from these properties to more permanent accommodation.
- To offer clients referrals to local or regional services as appropriate and to provide any support required on entry to these services.
- To be aware of and informed about opportunities for accommodation and housing both with the Department of Families, Fairness and Housing, with real estate agents and other accommodation/housing options.
- To provide clients with options available to them regarding housing and accommodation
- To undertake, where appropriate, home visits following effective home visit risk assessment.
- To work within a philosophy of Family Sensitive Practice.
- To participate in the delivery of service, keep up to date case notes, complete housing applications, assist clients to complete rental applications and participate in the special events relating to program.
- To provide timely advice to the Manager, Team Leader and implement the policies as set down by the Specialist Homelessness Services Program.
- To establish and maintain a network of services to support this Program.
- To report to your Team Leader any relevant changes or developments within the Program.
- To liaise closely with other professionals as appropriate to meet needs of the client.

- To keep statistical information as required.
- To maintain up to date client records in both the NDCH client records system and as required in the Specialist Homelessness Information Platform (SHIP).
- To actively participate and cooperate as part of a multi-disciplinary team within the NDCH.
- To participate in ongoing education and training programs.
- To participate in clinical supervision and reflective practice opportunities.

What success looks like for this role?

- Formal qualifications in Welfare studies, social work, youth work or other related field.
- Minimum of two years experience in a similar position.
- Care for people and personal qualities that align to NDCH's values.
- Current drivers' licence.
- Current Police Check, NDIS Screening Check and Working with Children Check or willingness to obtain one.

Why chose NDCH.

At NDCH, we are driven by core values that shape our every action. We strive to cultivate a workplace where courage, inclusivity, and unwavering commitment are not just ideals, but integral to our daily operations. Here, diversity isn't just embraced - it's celebrated as a cornerstone of our success.

If you're seeking a new challenge, NDCH also offers professional development opportunities, including personalised mentoring and leadership programs.

Selection Criteria

Capability	Description
Education, Qualification and Experience	<ul style="list-style-type: none"> • qualifications in any of Welfare Studies, Social Work, Community Services, Youth Work, Education or Nursing preferred. • Other qualifications or extensive experience relevant to position may be considered.
Sector Expertise	<ul style="list-style-type: none"> • Understanding of the issues related to homelessness and the impact these can have on clients and their families. • Knowledge of regional service system and supports that support people at risk of or living in homelessness • An awareness and sensitivity to needs and understanding of clients, other team members and the general community. • Demonstrated skill and experience in working with people with a variety of needs and with knowledge of the differing levels of support needed to achieve positive sustainable housing outcomes.
Communication	<ul style="list-style-type: none"> • To have well developed organisational and communication skills

Capability	Description
	<ul style="list-style-type: none"> Engage with others sensitively, with diplomacy and aligned to NDCH values.
Inter-dependance	<ul style="list-style-type: none"> Ability to work autonomously with minimal day to day supervision Commitment to teamwork and collaboration across internal teams and functions
Partnerships	<ul style="list-style-type: none"> Demonstrated understanding and commitment to building partnerships and networks with external organisations to benefit client outcomes.

Benefits

- **Remuneration:** staff are paid in line with Award agreements.
- **Employee wellness package:** access to our health and wellbeing program including EAP support for personal and professional assistance for you and your family as well as bulk billing at NDCH’s medical clinic.
- **Supercharged benefits:** unlock salary packaging and free parking.
- **Personal growth opportunities:** access an annual professional development budget, a staff mentoring program, in-house coaching, training and upskilling opportunities and leadership pathways through the Alliance of Rural and Regional Community Health.
- **Culturally inclusive workplace:** work in for an organisation where cultural awareness and recognition are fostered and celebrated.

Employee Signature

Manager Signature

Employee Name
(please PRINT IN CAPITALS)

Manager Name
(please PRINT IN CAPITALS)

Date

Date