

## Position Details

Position Title:	Specialist Homelessness Service Program Worker
Department / Program:	Community Support Team
Type of Employment:	Part-time
FTE / Hours per week:	0.6 FTE / 24 hrs. per week
Award / Enterprise Agreement:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification / Grade:	SACS – Level 3 – PP1
Work Location:	As per contract of employment

## Position Relationship

Reporting To:	Team Leader – Community Support
Staff / Team Supervised:	N/A
Internal Liaison:	Community Support Team, NDIS Support Coordination Team, Community Care Team, Allied Health Team, and Customer Engagement Team
External Liaison:	Department of Families, Fairness & Housing (DFFH), Local Area Service Network (LASN), The Orange Door, Aboriginal Community Controlled Organisations (ACCOs), Child Protection, Community Housing Providers & Transitional Housing Managers, other external Agencies & Providers

## About NDCH

For more than 30 years, Northern District Community Health (NDCH) has worked to build healthy, inclusive and connected rural communities. We work across the health and social service systems to support people at every age and stage of life. We are deeply embedded with communities and partner with health and community services and all levels of government to support integrated, accessible services and a stronger system of care that makes sense for the rural context.

Our work makes a difference to health equity and health outcomes for rural people; keeping people well, out of hospital and engaged in community life.

Our services include medical care, allied health, nursing, mental health services, counselling, health promotion and community-based programs and events. We provide in-home personal care and support for older people to encourage ageing in place which enables our clients to remain connected to family and community. We offer rewarding career opportunities with a genuine balanced lifestyle for passionate professionals.

Our service reach has grown to span the Gannawarra, Buloke and Loddon Shires and more recently extended into the Rural City of Swan Hill. With more than 120 employees and 140 volunteers, our service encompasses picturesque towns like Cohuna, Kerang, Boort, Swan Hill and more.

## Diversity Statement

NDCH recognises and celebrates the diversity of the community within which we work. We acknowledge the first peoples of Australia and their unique contribution. We welcome and work with people of all ages and health status, of all races, abilities, gender identities, sexual orientations, religious, cultural, and linguistic backgrounds, and financial status.

## Position Summary

The Specialist Homelessness Service Program Worker is responsible for delivering high-quality, person-centred homelessness support to individuals and families experiencing or at risk of homelessness in accordance with the Homelessness and Housing Support Guidelines. The role delivers assessment, planning, advocacy and coordinated referrals under the Opening Doors Framework in line with funding obligations and NDCH vision and values.

## Key Accountabilities

### **Initial Assessment and Planning**

- Conduct comprehensive initial assessments in accordance with the Opening Doors Framework.
- Undertake risk and safety assessments, including family violence risk assessment consistent with MARAM obligations.
- Develop individualised support plans addressing housing stability, safety and wellbeing goals.
- Ensure culturally safe engagement practices, particularly for Aboriginal clients, offering choice between mainstream and ACCO services.

### **Housing Access Support and Coordination**

- Support clients in accessing the Victorian Housing Register and other housing pathways.
- Assist with private rental applications and brokerage support (e.g. bond, arrears, utilities).
- Provide timely assessment and referral for clients at risk of housing instability.
- Support engagement with transitional housing and tenancy management processes.

### **Information Management & Reporting**

- Maintain accurate, timely and confidential client records within Specialist Homelessness Information Platform (SHIP) and NDCH systems.
- Comply with SHS data reporting requirements (SHSC).
- Report incidents in accordance with CIMS and Social Services Regulatory Framework requirements.
- Ensure documentation aligns with privacy, information sharing (FVISS/CISS), and legislative obligations.
- Participate in supervision, education/ training and reflective practice opportunities.
- To actively participate and cooperate as part of a multi-disciplinary team within the NDCH.

## Key Competencies

### **Core / Functional Competencies:**

- Accountability
- Planning & Organising
- Conflict Management
- Initiative

### **Behavioural Competencies:**

- Collaboration
- Adaptability
- Respect
- Excellence

## Key Selection Criteria

### Essential:

Qualification:	Diploma or higher in Social Work, Community Services, Psychology or related discipline
Certification:	N/A
Registration:	N/A
Experience:	Experience in community services sector or new graduates with fieldwork placement in community services sector

### Desirable:

- Demonstrated understanding of the causes and contributing factors related to homelessness, and the impact these can have on individuals and families.
- Knowledge of the regional service system and available supports that assist people at risk of, or experiencing, homelessness.
- Ability to work autonomously with minimal day-to-day supervision while maintaining accountability and professional standards.
- Demonstrated commitment to building effective partnerships and collaborative networks with external organisations to enhance client outcomes and service integration.
- Demonstrated excellent time management skills with the ability to effectively prioritise and manage workload, along with a willingness to work flexible hours and across various locations to meet client and community needs in a timely manner.
- Highly developed verbal, written and interpersonal communication skills, including the effective negotiation and conflict resolution, ability to liaise effectively with diverse external and internal stakeholders, and interact as part of a multi-disciplinary team.

## Organisational Responsibilities

- **Diversity:** NDCH is an Equal Opportunity Employer, we celebrate the diversity of different ages, gender, ethnicity, physical ability, sexual orientation, religious belief, work experience, and educational background.
- **Code of Conduct:** Uphold the NDCH culture and professional codes of conduct and comply with all relevant laws and policies. Be aware of and perform all duties in accordance with the organisation's policies and procedures.
- **Child Safety:** Make a commitment to the safety and wellbeing of children and young people. This means to protect and support, enhance wellbeing, and reduce any opportunities for abuse, or harm to occur.
- **Consumer Engagement:** Seek and facilitate consumer and community participation to ensure the healthcare we deliver is safe, high quality and meets the needs and preferences of our diverse communities.
- **Person/Family Centred Approach to service provision, health promotion action and access to information:** Identify, strengthen capacity, and address any barriers that prevent a consumer to maximise their independence and choice in decision making about the way their services are delivered.
- **Occupational Health and Safety (OH&S):** Be familiar with and ensure that all appropriate actions are taken to implement OHS policies and procedures and that legislative requirements are met within the service.

- **Risk Management:** Comply with NDCH Risk Management system, actively contribute to creating an organisational culture that promotes risk identification and mitigation. Understand practice frameworks relating to the **Multi Agency Risk Assessment and Management (MARAM)** framework and recognise family violence as a health issue.
- **Continuous Quality Improvement:** Adopt and promote a culture of continuous quality improvement within area of practice and the broader organisation. Participate and cooperate in data collection and audit processes to ensure compliance with applicable accreditation standards.
- Participate in **performance development plans** and **supervision**.
- Participate in continuous **learning and professional development**.
- Commit to a culture of trust, openness, and accountability to improve service quality and safety.

### Conditions of Employment and other relevant information

- Undertake mandatory pre-employment & work screening checks (e.g. Professional Reference Check, Evidence of Work Rights, National Police Check, Working with Children Check, NDIS Check, International Police Clearance as applicable, Statutory Declaration, etc.) **Appointment is subject to the outcome of the checks.**
- Maintain a valid Police Check, Working with Children Check & NDIS Check whilst employed at NDCH.
- Provide credentials and maintain valid Professional Registration/s (as applicable) and driver’s licence.
- Full disclosure of any pre-existing injuries or disease that might be affected by employment in this position.
- NDCH reserves the right to vary the work location of the position according to the needs of NDCH and its clients and any future changes to the NDCH’s areas of operation.

### Why Choose NDCH

At NDCH, we’re more than a workplace – we’re a community dedicated to building healthier, more inclusive rural lives. 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.

We offer a supportive, flexible environment where mental well-being and professional growth are prioritised. As a not-for-profit, we provide salary packaging and real career opportunities. Our impact extends beyond the office through active community engagement and services.

At NDCH, your voice matters, your work creates change, and you’re part of something meaningful.

### Position Description Approval

Approving Managers:	Name	Signature	Date
Department Manager			
People & Culture Manager			

## Acceptance of Position Description

I acknowledge that:

- I have read and fully understand the Position Description and Inherent Requirements of the position.
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position, therefore, it must not to be interpreted as totally inclusive.
- NDCH may alter the duties of this position description when the need arises. Any such changes will be made in consultation with the affected employee/s.
- I understand that this is separate from the Employment Agreement that I will sign, outlining the terms and conditions of my employment.
- This position description operates in conjunction with and forms part of the relevant individual performance development review plan. An initial review will take place six (6) months following commencement of employment and then on an annual basis.

Employee Signature: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Employee ID No.: \_\_\_\_\_

Date: \_\_\_\_\_