

Housing Support Worker- Make Room

position number	Pxxxx
status	Full Time, Fixed term (FT)
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	Level 4, pay point dependant on experience
reports to	Specialist Team Support- Make Room

about us	cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs.
what we do	Our work aims to improve the health and wellbeing of our communities and address health and social inequality.
our organisation	cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in.
our people	People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights.
diversity and inclusion	We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here

network overview

Services Network

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, and northern and western suburbs.

position overview and purpose

This position sits within the Homeless Services Cluster. The Cluster delivers value-based care through codesign and by developing the capacity and capability for teams to work to the top of their scope of practice.

The Homelessness Cluster aims to improve the health, wellbeing, housing, and social outcomes of people who use alcohol and other drugs and/or those have experienced an episode of homelessness in the Inner North-West of Melbourne. The Cluster delivers a human rights approach to health care which reduces harms, is trauma informed, consumer directed, holistic, recovery and strengths based.

Make Room is a supportive accommodation program that sits within the Homelessness Cluster is comprised of small number of Housing Support Workers and workers with lived experience who deliver practical support to the renters with complex needs to build skills needed to independently maintain a tenancy in the future. Examples include daily living skills (household management, health, food security) and facilitating connections to local health providers such as community health services, NDIS, and My Aged Care.

Building on this practical foundation, the Housing Support Worker also works with renters, as they are ready, around more aspirational goals, e.g., employment, volunteering, exploring interests, reconnecting with family, building friendships, connecting to community.

The Housing Support Worker will engage both Internal and external services such as AOD, Mental Health, Aboriginal Cultural Safety, Family Violence and Allied Health when a client arises.

The position also provides support to people facing significant barriers to accessing services so that they feel confident in and supported by the service system. The support provided to the client group via this position will include intake & assessment, interim response, and casework, both site-based and through the assertive outreach activities.

key accountabilities

direct service delivery

- Maintain knowledge, skills, qualifications, accreditations, and registrations through participation in professional development activities.
- Carry out duties in a manner that does not adversely affect their own health and safety, or others by reporting all incidents, injuries, near misses, or potentially hazardous conditions as well as

	<p>cooperating with any measures introduced in the workplace to improve Work Health & Safety (WHS).</p> <ul style="list-style-type: none"> • Establish and maintain links with other key local agencies, local community and provide secondary consultations as required. • Develop and implement client-directed, strengths based individual client care plans and service packages. • Work collaboratively with client to conduct comprehensive assessments, identifying needs, aspirations, and goals of clients. • Link individuals into appropriate ongoing community services, including mental health services, social support services and health services. • Support individuals to establish and maintain their tenancies. • Assist renters to understand both their service and tenancy rights and responsibilities. • Support individuals to improve their daily living skills via a client centred goal directed approach. • Develop and implement a housing exit plan for renters where necessary. • Maintain accurate client records and fulfil organisational reporting requirements. • Participate in Professional Development and organisational Quality Assurance activities. • Work cooperatively with colleagues and at the direction of cohealth senior workers and supervisors. • Respond to challenging behaviour calmly and assertively using a trauma informed framework and in line with cohealth policies and procedures. • Contribute to whole of organisation initiatives to deliver cohealth's strategic directions and commitment to values-based care, co-design, and community engagement. • Ensure ethical, responsive, and professional goal directed client focussed services are provided. • To maintain and model respectful communication, ethical conduct, positive and compassionate behaviour at all times. • Undertake all required training with respect to Infection Control and in the correct use of PPE. • Comply and adhere to all cohealth practice frameworks, policies and procedures including code of conduct and values. • Undertake special projects or tasks as required. • Perform all other duties as directed, within the limits of skills, competence, and training to maximise flexibility and effectiveness.
culture and teamwork	<ul style="list-style-type: none"> • Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values.

<p>quality and continuous improvement</p>	<ul style="list-style-type: none"> • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies/procedures. • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Services Network, and ensure compliance with documented procedures and processes.
<p>health & safety compliance</p>	<ul style="list-style-type: none"> • Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety, and wellbeing of all (employees, contractors, volunteers). • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment. • Take corrective action to remedy safety hazards or risks and restore a safe working environment.

position requirements

- The ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations.
- The ability to engage with service users in a warm, non-judgemental manner, demonstrates a strong customer service focussed approach.
- Promotes collective achievement, contributes to the development and achievement of group objectives, is respectful, actively listens to and seeks out opinions and ideas from others.
- Demonstrates self-awareness and the ability to self-regulate, role models a positive outlook even during challenging times.
- Committed to the philosophy and vision of Cohealth.
- Working with Children's Check (WWCC).
- Participation in the NDIS worker screening checks where applicable.
- Victoria Police Check Current.
- Victorian Driver's License.
- Immunisation Category B and proof of COVID vaccination to be produced for sighting upon request.

key selection criteria

- Possess a relevant tertiary qualification such as Social Work or equivalent experience in the housing, mental health, disability, or welfare sectors.
- Demonstrated experience in working with clients who have a history of homelessness and multiple and complex needs, as well as a sound understanding of the key issues affecting people experiencing homelessness.
- An understanding of the Social Determinates of Health and Trauma Informed Care Practices.
- An understanding of the principles of case management including care planning, comprehensive assessment, intake, advocacy, and referral.
- An ability to establish respectful professional relationships that have clear boundaries with consumers, staff, and partner organisations
- Demonstrated interpersonal skills, including conflict resolution and negotiation and the ability to communicate effectively with people from diverse social and cultural backgrounds.
- Proven organisational skills with an ability to work autonomously and as a part of a team and an ability to manage varied high priority tasks within limited time frames.
- Excellent verbal and written communication skills.
- Good time management and organisational skills, ability to work independently and within a multi-disciplinary team, which includes people with a lived experience.

cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.



everyone is welcome at **cohealth**

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