

Position Title:	Landlord Incentive Worker
Location:	Quantum Support Services Morwell Office
Hours of Duty:	As per Employment Agreement.
Duration:	This position is for a Fixed Term of 6 months.
Position Funding:	Funding is provided through the Department of Health & Human Services (DHHS).
Salary:	Salary & conditions are as per the QSS Enterprise Agreement 2007 and based on the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
Classification:	Level 5

Our Vision, Mission & Values:

Quantum is committed to providing accessible high quality, advocacy and support services that meet the needs of our community.

Our Vision

Quantum Support Services vision is to improve lives.

Our Mission

To improve lives by empowering people, particularly the vulnerable to reach their full potential.

Our Values

Quantum recognises that values driven activities and relationships are essential to the successful achievement of our Vision and Mission and a vibrant organisation. These values guide our behaviours, planning, service delivery and relationships.

Respect:	Integrity:	Empowerment:
Quantum values the worth and contribution of others and embraces treating people fairly and without discrimination	Quantum values being ethical and professional in our conduct	Quantum values sharing our knowledge to promote the choices and decision-making capacity of others

Position Functions:

Type in text for **Position Functions** here.

Primary Position Objectives:

- Assist people who are at imminent risk of losing their current tenancy for example, due to a personal crisis, short term financial crisis, rent arrears, tenancy dispute etc with rapid re-housing.
- Increase the availability of sustainable and affordable housing in the private rental market
- Encourage Landlords, through the use of Landlord Incentive Brokerage, to let reasonable and affordable properties to those experiencing or at risk of Homelessness
- Promoting the program to the private rental market, the availability of Landlord Incentives in all four of the Local Government Areas (LGA) in Inner Gippsland
- Provide support to people who are currently homeless but can be rapidly and sustainably housed in the private rental market with short term assistance
- To improve or develop service pathways to improve access for specific demographic groups including Aboriginal people, culturally & linguistically diverse communities and people with disabilities
- To administer & distribute brokerage funding for the local area in a way that is quickly & easily accessible & provided for use in flexible, individualised prevention & early intervention strategies
- Working in collaboration with the Private Rental Assistance Broker, Brief Intervention worker, Enhanced Housing Pathway's, and homelessness and housing staff to identify where Landlord Incentives could be applied.
- Reviewing the available housing in each LGA, and develop an identified plan to engage the local private rental market, to use Landlord Incentives.
- Ensuring Landlord Incentive Brokerage is allocated to secure a reasonable, sustainable and affordable housing, for people experiencing or at risk of Homelessness.
- Administer Landlord Incentives Brokerage, to the landlord/real estate for those applications deemed suitable.

Program Background:

The Private Rental Assistance Program (PRAP) and Landlord Incentive is a newly funded program as a direct result of the Royal Commission into Family Violence & the Government committing a \$572 million dollar funding boost to begin to deliver 65 of the Royal Commissions most urgent recommendations. The funding is part of the Housing Blitz' allocation funding. The includes allocation of \$16 million for private rental assistance across 17 Departmental areas which is intended to enable homelessness services to intervene earlier and provide holistic support to vulnerable households who are at risk in private housing markets. The Program provides the rental assistance funding and support throughout Inner Gippsland.

Duties and Responsibilities:

Service Delivery

- Engage with tenants whose tenancies are identified at risk, present as homeless or exiting crisis accommodation with a view of rapid re-housing

- Engage with local Real Estate Agents & Landlords to build strong relationships & leverage opportunities to promote the program to support early intervention & rapid response to re-housing
- Build links with local legal, health, education and community services to support accessibility to program
- To rapidly respond to Landlord Incentive requests from other service providers
- Assess people's needs and capacity and support them to access private rental
- To administer & distribute brokerage funding for the local area in a quick & timely manner
- Assist people in understating their Tenants rights & duties
- Contribute to an integrated approach to service delivery for clients accessing the program.
- Provide a service which facilitates outreach to assist with client engagement.
- Protect confidentiality, integrity, user's rights and access to information for all service users in line with agency policy.
- Provide clients with information and referral to a broad range of community resources.
- Provide clients with individual support in completing rental applications
- To assess people's needs and capacity and support them to access & sustain private rental

Administration

- Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act.
- Carry out necessary administrative tasks, including:
 - Compiling workers or other reports on a monthly basis or as requested. Daily & monthly collection of data for both internal and external purposes.
 - Completion of relevant forms in accordance with Quantum Support policies and procedures.
 - Performing tasks such as filing & correspondence.
 - Maintaining accurate records.
 - Maintaining Case Files within the guidelines of the QSS Service Delivery Manual.
 - Maintaining accurate financial records & reports
 - Ensuring that Landlord Incentive guarantees are discussed, recorded and signed off on by Line Manager

Agency Participation

- Participate in regular supervision, review and individual planning, including the identification of training needs, provided by Quantum Support Services Line Management.
- Participate and operate effectively within a team environment, participating in peer support including undertaking duties in collaboration with the private rental broker. Attend and contribute to team meetings and Agency staff meetings.
- Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the Agency's service delivery and contribute to future planning.
- Contribute to Quantum Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews.

Community Development & Networking

- Demonstrated experience in engaging & facilitating with key stakeholders in a Community Development setting
- Participate in community networking by disseminating information to other agencies, community groups, local governments, regarding the aims of the Program and the issues faced by the client group.
- Work cooperatively with other agencies in maintaining an effective service delivery system for Program clients.
- Participate in local and regional community networks, as required, to ensure effective service integration and coordination of service delivery.

General

Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management.

Occupational Health and Safety

Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and QSS policies and procedures.

Reports to:

The position reports to the Practice Leader Advocacy and Support and Stream Manager Homelessness and Community Services

Accountability:

The position is accountable to the Practice Leader Advocacy and Support and Stream Manager Homelessness and Community Services

Key Selection Criteria:

Service Delivery Mandatory

1. Demonstrated relationships with local Property Managers, including a sound knowledge of the private rental market in Inner Gippsland
2. Have professional relationships including experience engaging with key stakeholders
3. Demonstrated understanding of Tenants rights, obligations & duties
4. Well-developed organisational skills, including record keeping skills
5. Have sound financial reporting and accountability knowledge
6. The ability to work within a team and an understanding of the importance of teamwork in achieving results for both clients and the program area and organisation in general.

Service Delivery Not mandatory but highly desirable

1. An understanding of the Residential Tenancies Act 1997

- 2. Understanding of Homelessness
- 3. Supportive of & preferably experience with CALD & Aboriginal & Torres Strait Islander clients
- 4. Have an understanding of our key stakeholders

General

- 1. Competent literacy and computer skills.
- 2. Ability to work with minimal direction and supervision.
- 3. Excellent time management skills.
- 4. Enthusiasm, energy and interpersonal skills.

Mandatory Requirements:

Appropriate tertiary qualifications and / or experience relevant to this position.

Completed application must address the key selection criteria, include a current resume that contains or has attached, the name, address and telephone number(s) of three referees.

Conditions of Employment:

The successful applicant must confirm in writing their acceptance of the Offer of Employment from Quantum Support Services, complete a successful Police Check and Referee Check prior to commencing employment, and provide confirmation of a Working With Children Check.

The successful applicant is required to comply with the policies of Quantum Support Services Inc.

A current Victorian driver's license is required, that is not at risk of being cancelled.

This position description is subject to an annual review.

Revision History:

Position created 26th March 2018

Acknowledgement:

Please sign and date to acknowledge you have read and understood this position description.

Employee:
 Name: _____
 Signature: _____
 Date: ____/____/____

Manager
 Name: _____
 Signature: _____
 Date: ____/____/____