



**Advocacy & Support Case Worker**  
Position Description  
Advocacy & Support

Stage: Issued  
Version: 9.005013  
Issued: 20/03/2019  
Next Review: 18/07/2019

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<b>Position Title:</b>	Advocacy & Support Case Worker
<b>Location:</b>	Quantum Support Services Morwell and Sale Offices.
<b>Hours of Duty:</b>	As per Employment Agreement.
<b>Duration:</b>	The period of employment is dependent upon ongoing funding.
<b>Position Funding:</b>	Funding is provided through the State and/or Commonwealth Government.
<b>Salary:</b>	Salary & conditions are as per the Quantum Enterprise Agreement 2015 and the Social, Community, Home Care and Disability Services Award (SCHADS). Salary packaging is available.
<b>Classification:</b>	Social and Community Services Level 5.
<b>Reports to:</b>	Practice Leader - Advocacy & Support.

### 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 serves to enrich the wellbeing of Gippslanders.

#### 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.

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

The Advocacy and Support Program combines three separate services involving the Tenancy Plus Tenancy Support Program (TSP), Aboriginal Tenants at Risk Program (ATAR) and the Tenancy Assistance and Advocacy Program (TAAP).

The Tenancy Plus Tenancy Support Program & The Aboriginal Tenancies at Risk program operate throughout Inner and Outer Gippsland and provides support to Social Housing tenants, Aboriginal Housing Victoria tenants & Community Housing Limited Tenants to intervene earlier and provide holistic support to vulnerable households whose tenancies are at risk.

The TAAP Program operates throughout Inner and Outer Gippsland and provides a quality tenancy assistance and advocacy service to Victorians who are financially disadvantaged or victims of family violence.

### Primary Position Objectives:

- To provide a quality Tenancy service to financially disadvantaged Victorians and victims of Family Violence in Private Rental Accommodation through information & referral, negotiation and Victorian Civil & Administrative Tribunal (VCAT) assistance, including advocating for tenants at VCAT hearings.
- To provide Advocacy & Support to Social Housing Tenants whose tenancies are at risk and require short term intervention of up to 10 hours with advocacy & VCAT assistance.
- To provide assistance with transfer applications to Social Housing tenants where their accommodation is unsuitable.
- Provide advocacy and support services to Aboriginal Housing Victoria (AHV) tenants whose tenancies are at risk.
- Support Social Housing Limited Tenants to establish and sustain successful tenancies.

- Assist people in understanding their tenants rights & duties.
- Deliver support and practical assistance that is tailored to the needs of the household in accordance with the program guidelines.
- Build links with relevant service providers & funding bodies to support assistance to client group.

### **Duties and Responsibilities:**

#### **Service Delivery - Tenancy Plus Tenancy Support Program (TSP), Aboriginal Tenancies at Risk Program (ATAR) and the Tenancy Assistance & Advocacy Program (TAAP)**

- Engage with tenants whose tenancies are identified at risk and require a Brief Intervention.
- Provide a range of interventions that will support the client group, including assessing the individual circumstances of clients & making referrals to appropriate services as required.
- Provide clients of the Tenancy Assistance & Advice program with the least intensive service that meets the clients need.
- Provide clients with a similar service regardless of the service location or the means of delivery.
- Maintain effective working relationships with the Department of Health & Human Services (DHHS), Consumer Affairs Victoria, Aboriginal Housing Victoria & the Tenants Union of Victoria to ensure high quality service provision, timely responses to tenants needs and an ongoing efficient service system.
- Develop effective working relationships with community service providers & funding bodies to ensure a range of appropriate services are available to Social Housing & Private rental tenants.
- Attend the Victorian Civil and Administrative Tribunal to support and advocate on behalf of social housing tenants & private tenants.
- Provide accurate tenancy information to disadvantaged tenants & family violence victims.
- Draft and prepare letters, documents and applications forms on behalf of tenants.
- Assist tenants to prepare for and understand VCAT processes and procedures.
- Maintain up to date knowledge of relevant legislation, procedures and practices and referral options for clients in relation to tenancy matters and family violence.
- Maintain accurate and up to date records, including file notes and casework data.
- Refer tenants to relevant support services (e.g. Centrelink, emergency relief, financial counselling, legal advice and housing support) where appropriate.
- Prepare accurate client data and 6 month client case study reports.
- Negotiate with Landlords, Real Estate Agents and other parties on behalf of tenants to resolve disputes.

#### **Community Development & Networking**

- Participate in community networking by disseminating information to other agencies, community groups, local governments, regarding the aims of the Programs and the issues faced by the client groups.
- 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.

#### **Agency Participation**

- Participate in regular supervision, review and individual planning, including the identification of training needs, provided by the Practice Leader - Advocacy & Support.
- Participate and operate effectively within a team environment and 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's policy processes in response to local, State and Commonwealth Government policy changes and reviews.

#### **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 policies and procedures.
  - Performing tasks such as filing & correspondence.
  - Maintaining accurate records.
  - Maintaining Case Files within the guidelines of the Quantum Service Delivery Manual.

#### **General**

- Perform other duties relevant to Quantum Support Services' daily operations as directed by the Practice Leader - Advocacy & Support or Stream Manager - Homelessness & Community Strengthening.

#### **Occupational Health and Safety**

- Promote a safe workplace for colleagues and clients in accordance with OH&S legislation and Equal Opportunity Practices in accordance with Quantum policies and procedures.

### **Key Selection Criteria:**

#### **Service Delivery**

1. Sound knowledge of the Residential Tenancies Act & the Victorian Civil & Administrative Rules & Regulations.
2. Knowledge of the Department of Health & Human Services (Housing), Community Housing Victoria and Aboriginal Housing Victoria tenancy guidelines.
3. Demonstrated Victorian Civil & Administrative Tribunal experience.
4. Previous experience in working with the client group, or similar client group, which demonstrates the ability to engage and work positively with clients.
5. Demonstrated ability to provide advocacy and support services to Social Housing tenants and private tenants.
6. General understanding of client issues related to establishing and maintaining Social Housing tenancies.
7. Demonstrated experience working with CALD and Aboriginal & Torres Strait Islander clients and the capacity to deliver culturally sensitive practices in working with the client group.
8. Ability to interpret relevant legislation, policy and procedure and communicate information with a wide range of people.
9. Ability to negotiate and liaise effectively with Real Estate Agents, community and government organisations and the Victorian Civil & Administrative Tribunal members.
10. 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.

#### **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, 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 and procedures of Quantum.

- A current Victorian driver's license is required at all times.
- This position description is subject to an annual review.

**Accountability:**

The position is accountable to the Practice Leader - Advocacy & Support and Stream Manager - Homelessness & Support.

**Internal Files/Links:**

[Eziway Salary Packaging](#)

other - human resources

**Revision History:**

revised January 2018.  
Last updated march 2019.

**Acknowledgement:**

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

Employee:

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

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

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

Manager

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

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

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