

**POSITION DESCRIPTION**

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| **Position Title:** | Tenancy Advocate & Support Worker |
| **Location:** | Quantum Support Services Bairnsdale Office. |
| **Reports To:** | Team Leader Advocacy & Support  Manager Homelessness & Support Services. |
| **Key Internal Contacts: (Program)** | Homelessness & Support Services |
| **Hours of Duty:** | As per the Employment Agreement |
| **Duration:** | The period of employment is dependent upon ongoing funding. |
| **Salary Classification:** | SCHADS Award Level 5 |

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| **About Quantum** | |
| Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our five sites (Bairnsdale, Sale, Morwell, Warragul and the East Bairnsdale Community Hub) and outreach to clients living across Gippsland. The range of services we provide include:   * Homelessness including youth crisis accommodation * Tenancy advocacy and support * Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers * Family violence support for women and children * Youth programs * Out of Home Care including Foster Care   Quantum believes the celebration of diversity makes us and the community stronger.  We are committed to embracing everyone’s individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of gender, sexuality and spiritual or religious belief along with all cultural backgrounds including Aboriginal and Torres Strait Islander people.  Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone’s right to feel respected, safe, welcome and valued.  In undertaking this role with Quantum, you are expected fulfil the obligations set out in this document and any other reasonable direction given to you by your Line Manager. Most importantly, the way in which you undertake your work and your behaviour towards you colleagues, clients and the wider community must align to the values set out below. | |
| **Vision:** | Our Vision is to enrich the wellbeing of Gippslanders |
| **Values:** | Respect, Integrity, Empowerment |
| **Our Core Values:** | * we are inclusive * we are accountable * we strive for sustainable outcomes * we are proactive * we show care * we are agile and adaptive |
| **Our Goals** | * Provide the right services and programs in the right places. * Increase access to early intervention and prevention services. * Attract, engage and invest in our people. * Build the profile of Quantum. * Achieve a sustainable business model |

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| **Primary Position Objective** |
| The Advocacy and Support Program combines three separate services involving the Tenancy Plus , Tenancy Support Program, Aboriginal Tenants At Risk (ATAR) and the Tenancy Advocacy and Advice Program (TAAP).    These programs operate throughout Gippsland and involve the following service objectives:     * Supporting Social Housing tenants and Aboriginal Housing Victoria tenants via an outreach model to establish sustainable tenancies where there has been a history of housing break down. Provide case management intervention and support to sustain tenancies that are at risk of breaking down. * Provide support to Social Housing tenants and Aboriginal Housing Victoria tenants unable to advocate on their own behalf. * Provide a wide range of advocacy & support to tenants living in private rental, Caravan Parks & Rooming Houses. |

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| **Duties and Responsibilities** | |
| **Service Delivery** | * Engage with tenants whose tenancies are identified at risk and require case management support. * 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. * Maintain effective working relationships with the Department Health & Human Services, Consumer Affairs Victoria, Aboriginal Housing Victoria & Tenants 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) 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. |
| **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 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 Support Services' policy processes in response to local, State and Commonwealth Government policy changes and reviews. |
| **Administration** | * Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants * Maintaining accurate records. * Maintain case files for all program participants. * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Team Leader and Quantum Support Services Line Management. * Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework. |
| **General** | * Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. |
| **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. * Give consideration to and recommend reasonable wellbeing initiatives that could benefit Quantum Staff. |

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| **Key Selection Criteria** | |
|  | **Service Delivery**   1. Demonstrated relationships with key stakeholders in Gippsland 2. Relevant experience in working with the Aboriginal & Torres Strait Islander community. 3. Advanced practical knowledge the ‘Residential Tenancies Act' 4. High level of knowledge and experience in attending the Victorian Civil and Administrative Tribunal on behalf of tenants. 5. 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. 6. Knowledge of Social Housing policies & procedures 7. Ability to work within relevant legislation, policy & procedure. 8. Capacity to work independently, including the ability to provide outreach services to community members. 9. Demonstrated understanding of Case Management.   **General**   1. Excellent 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 Qualifications** |  |
|  | * Minimum requirement of Diploma of Community Services or other relevant or 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 numbers of three referees. |

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| **Conditions of Employment** | |
| **Required** | * Current Working with Children Check (full not voluntary) * Current Victorian Police Check (with no findings) * Compliance with Quantum’s Child Safe Standards * The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. * The successful applicant is required to comply with the policies of Quantum Support Services Inc. * This position is subject to an annual Review. |

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| **Acknowledgement** | | | |
| Please sign and date to acknowledge you have read and understood this position description. | | | |
| **Name (employee)** |  | **Date:** |  |
| **Name (line-manager)** |  | **Date:** |  |

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