

POSITION DESCRIPTION



Position Title:	PRAP Plus Outreach Worker
Location:	Quantum Support Services Morwell and Warragul Offices
Reports To:	Team Leader Tenancy Advocacy & Support
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Award Level 5
Position Number:	10124

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 sites 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 and 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 role description and any other duties that reasonably fit within the level and scope for this role.

Primary Position Objective

- **Stabilise Tenancies:** To provide immediate support to address issues threatening current tenancies.
- **Empower Tenants:** Equip tenants with knowledge and skills to manage their tenancies effectively.
- **Promote Sustainability:** Foster successful, long-term private rental experiences for tenants.
- **Reduce Disruption:** Minimise preventable exits from private rentals that could lead to homelessness.
- **Prevent Homelessness:** Create a safeguard to prevent tenants from losing their housing.

Duties and Responsibilities

Establishing Successful Tenancies	<ul style="list-style-type: none"> • Undertake intake to respond to enquiries for the program for Establishing and Intervention. • Educate and assist with private rental applications. • Attend inspections with clients, role modelling communication and presentation at inspections. Assist clients to connect utilities and services. • Assist clients to enrol in school. • Assist clients to become acquainted with the local area, public transport, support services, shops, schools, hospitals, community health centres, neighbourhood houses etc.
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	<ul style="list-style-type: none"> • Processing PRAP payments where required.
Intervening when tenancies are at risk	<ul style="list-style-type: none"> • Develop a support plan with the client to address issues that are causing or have the potential to cause tenancy breakdown. • Oversight, coordination and implementation of the plan. • Assist the client to liaise and negotiate with real estate agents, including understanding rental ledgers and reporting maintenance. • Actively engage with appropriate organisations to address the underlying issues that are causing the tenancy to be at risk. • Advocacy including providing support at VCAT, negotiating agreements with real estate agents and supporting tenants whose tenancies are at risk. • Understanding how to manage household bills and budgeting. Referral to services if required. • Attend pre-vacating inspections, addressing issues to prevent blacklisting on TICA (tenancy database). • Processing PRAP payments where required
Agency Participation	<ul style="list-style-type: none"> • Participate in regular supervision, review, and individual planning, including the identification of training needs, provided by the Line Manager. • 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. • 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.
Administration	<ul style="list-style-type: none"> • 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. • Compiling workers or other reports monthly or as requested. Daily & monthly collection of data for both internal and external purposes.
General	<ul style="list-style-type: none"> • Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. • Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.
Health and Safety	<ul style="list-style-type: none"> • Consider and recommend reasonable wellbeing initiatives that could benefit Quantum Staff. • Report Health and Safety incidents using Quantum's OHS reporting system and encourage team members to do this also. • Follow up safety matters relating to equipment, building and other safety issues with the Wellbeing and Safety Coordinator.

Key Selection Criteria	
Capabilities	<ul style="list-style-type: none"> • Understands Context - Understands the contemporary homelessness context. • Understands Need - Detailed understanding of the people being supported and effective methods of providing support.

	<ul style="list-style-type: none"> • Determines Solutions - Identifies consumer preferences and needs and the options available and applies this to determine best solutions. • Deliver Services - Deliver a specialist homeless response in an efficient and effective way. • Manages Self -Manages time effectively, remains adaptable and flexible and demonstrates resilience and self-care.
Experience / Knowledge	<ul style="list-style-type: none"> • Demonstrated practice working within the 'Residential Tenancies Act'. • Experience in attending the Victorian Civil and Administrative Tribunal on behalf of tenants or Landlords. • Have sound financial reporting and accountability knowledge • 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. • Supportive of & preferably experience with CALD & Aboriginal & Torres Strait Islander clients. • The ability to work cooperatively with other agencies in maintaining an effective service delivery system for Program clients.
Mandatory Qualifications	
	<ul style="list-style-type: none"> • Minimum requirement of Diploma of Community Services or other appropriate tertiary qualification/s and/or experience relevant to this position. • Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address, and telephone numbers of three referees.

Conditions of Employment
<ul style="list-style-type: none"> • Provision of valid Working with Children Check (full not voluntary) • Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter. • Entitlement to work within Australia • 6 months probationary period • The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation. • Compliance with Quantum's Code of Conduct and Child Safe Code of Conduct • This position is subject to an annual Review.

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