
POSITION TITLE:	Housing Support Worker
RESPONSIBLE TO:	Director Community Services
DEPARTMENT:	Community Services
AWARD:	Social & Community Services
CLASSIFICATION:	Welfare Worker
REPORTS TO:	Manager Community Services
CONTRACT:	As per employment contract

POSITION STATEMENT

The provision of welfare support, to help homeless people or those at risk of homelessness to find stable and rewarding accommodation, including advice and referral to manage financial, psychological and family based issues that impact upon achievement of stable housing.

RESPONSIBILITIES AND KEY PERFORMANCE INDICATORS (Outcomes)

Service:

- Provide assessment, counselling, information, support and referral to homeless people in crisis
- Make applications and assist with implementation of brokerage
- To provide a crisis response and referral service for episodes of family violence where the client may need emergency accommodation
- Provide crisis response to consumers with an urgent and immediate need
- To support people who are at risk of homelessness by providing information and referral including counselling, mediation services and other services as required
- Support those homeless people in a crisis who are residing in emergency or temporary accommodation within the sub-region to move to more permanent accommodation
- Provide intensive case management to eligible clients
- To make supportive links and engage in activity with young people at risk of homelessness
- Assist homeless individuals and families to develop skills to maintain a healthy lifestyle
- Inform and resource consumers, staff and the ORH Quality of Care committee in relation to issues that affect homeless people in the sub-region.
- Take referrals from other service providers in the area as appropriate

- Establish and maintain contact with regional and state housing bodies and other relevant housing groups through the East Gippsland Local Area Service Network

Administration:

- Enter consumer data on housing support client information system and maintain monthly consumer status updates
- Assist in provision of reports on the program to relevant committees
- Participate in relevant audits such as Centrelink
- Participate in the implementation of quality activities including review of policies, standards and procedures for DHHS accreditation
- Participate in file audits and develop/utilise resources to support the accreditation process

General:

- Establish and maintain contact with regional and state housing bodies and other relevant housing groups, and act as a resource to regional services
- Assist in the communication and development process at Orbost Regional Health by attending team meetings, participating in supervision, annual performance planning, identifying training and support needs

QUALIFICATIONS

Qualification in social welfare or related tertiary qualification

HUMAN RESOURCES

- Employees must comply with and demonstrate the Organisational Behavioural Values **Respect, Integrity, Compassion, Excellence, Community**
- All employees of Orbost Regional Health are required to participate in an annual Performance review and planning process, ensuring all documentation is provided for the personnel file.
- Participate in the annual review and planning process, completing an individual aims and achievements plan in line with the strategic objectives of Orbost Regional Health
- During the annual aims and achievements discussion review the annual information updates as listed in attachment 2.
- All employees will undertake an organisational orientation induction program and complete training requirements relevant to position, including mandatory training as listed in attachment 1.
- On an annual basis complete mandatory training as per attachment 1.

ADMINISTRATION

- Be conversant with Orbost Regional Health policies and procedures and be able to demonstrate how to access relevant policies and procedures using the PROMPT system

OCCUPATIONAL HEALTH AND SAFETY

- Ensure that work practices are carried out in accordance to the Occupational Health and Safety policies, and the operational policies and procedures of the organisation.
 - Ensure daily tasks are carried out in such manner that minimises risks to patients/residents, other staff members and visitors.
 - Are confidently able to complete a Riskman incident report and report any safety issues immediately to the supervisor and/or Safety Representative.
 - Ensure that infection control guidelines and requirements are known and incorporated into daily work activities.
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QUALITY AND SAFETY

- Demonstrate a commitment to the delivery of quality services.
- Demonstrate a focus on partnering with consumers in the planning, delivery and evaluation of services and care, by actively seeking feedback and engaging consumers in their care planning as appropriate to employee role.
- Ensure all Multi Purpose Service activities are in accordance with the
 - National Safety and Quality Health Service Standards (organisation wide)
 - Community Care Common Standards (Home and Community Care)
 - Department of Human Services Standards (Disability and Homelessness Support)
 - Royal Australian College of General Practitioners Standards (Medical Clinic);
 - Diagnostic Imaging Standards (Radiology).
- Actively participate in the Orbost Regional Health quality program and accreditation processes against the above standards.
- Are confidently able to complete a RiskmanQ quality activity.
- Be able to identify risks and follow the Orbost Regional Health Risk Management Policy and procedure.
- Have processes to monitor and evaluate the performance of the services provided by the work area.

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AUTHORITY AND CONDITIONS

- All employees of Orbost Regional Health must sign a Confidentiality Statement. This is to ensure that employees shall not at any time, either during the period of employment, or at its completion, divulge either directly or indirectly to any person, confidential knowledge or information acquired during the course of this employment.
- All employees of Orbost Regional Health are required to recognise consumer rights and operate within the Charter of Human Rights.
- Adhere to the level of authority under the Organisation Instrument of Delegation.
- This position carries a Level N/A under the Instrument of Delegation.

I have read, understood and accepted this Position Description.

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(Employee Name)

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Executive Title

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Signature

.....
Signature

.....
Date

.....
Date

Orbost Regional Health reserves the right to review and amend this document at its discretion.

KEY SELECTION CRITERIA

Essential Criteria

- Qualification in Social Welfare or related tertiary qualification
- Demonstrated ability to work independently, set and maintain program goals and to work under pressure
- Ability to work with people with complex needs and to manage issues including cases involving drugs and alcohol, violence and abuse
- Ability to understand and deal with regional housing and homeless issues, and maintain contact with regional and state housing bodies and other relevant housing groups
- Excellence written and communication skills
- Current Police Check, WWC or Working with Aged as relevant
- Drivers Licence

Desirable Criteria

- Ability to travel to regional centres with possible overnight stays

Orbost Regional Health Position Description - Attachment 1

Organisation wide – Mandatory Training

Focus area	Frequency	Classification	Staff	Training Type	Committee Responsible
Emergency Response	Orientation & Annual	Mandatory	All ORH Staff	Online training	Emergency Preparedness & Resilience
Manual Handling	Orientation & Annual	Mandatory	All ORH Staff	Online training	OH&S
No Lift	Orientation & Annual	Mandatory	Nursing Staff	Online training and practical assessment	OH&S
Hand Hygiene	Orientation & Annual	Mandatory	All ORH Staff	Online training	Infection Control
Basic Life Support	Orientation & Annual	Mandatory	All Nursing Staff Medical Staff	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Medication Administration General Adult & IV competency	Orientation & Annual	Mandatory	All Nursing staff (including medication endorsed ENs).	Online training	Clinical standards
Falls Prevention	Orientation & Annual	Mandatory	All nursing staff	Online training	Clinical Standards
Neonatal Resuscitation	Orientation & Annual	Mandatory	All Midwives	Online training	Clinical Standards
Advanced Life Support	Orientation & Annual	Mandatory	All ALS responders – grade 5/ ANUMs	Self-directed learning package- clinical skills practical assessment	Clinical Standards
Triage	Orientation & Annual	Mandatory	Grade 5 / ANUM	Online Training	Clinical Standards
Blood Safe	Orientation & Annual	Mandatory	All Nursing Staff	Online Training	Clinical Standards
Aseptic Technique	Orientation & Annual	Mandatory	All Nursing & Medical Staff	Online Training	Infection Control
Bullying and Harassment	Orientation & Annual	Mandatory	All ORH Staff	Online Training	People and Culture
Risk Management	Orientation & Annual	Mandatory	Managers	Online Training	OH&S
Occupational Violence	Orientation & Annual	Mandatory	All ORH Staff	Online Training	OH&S
OHS	Orientation & Annual	Mandatory	All ORH Staff	Online Training	OH&S
Cybersecurity training for health services	Orientation & Annual	Mandatory	All ORH Staff	Online Training	MPS Managers

Orbost Regional Health Position Description – Attachment 2
Organisation wide – Orientation & Annual Information Update

Focus area	Frequency	Classification	Staff	Training Type
Occupational Health & Safety	Orientation & Annual	Info Update	All ORH Staff	Manager Discussion
People & culture	Orientation & Annual	Info Update	All ORH Staff	Workshop
Diversity	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Clinical Governance	Orientation & annual	Info Update	All ORH staff	Manager Discussion
Resource Management	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Risk Management	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Quality Improvement	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Partnering with Consumers	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Performance Reporting and Monitoring	Orientation & 2 years	Info Update	All ORH staff	Manager Discussion
Patient Rights & Responsibilities	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Emergency management & Business Continuity	Orientation & Annual	Info Update	All ORH staff	Manager Discussion
Review & Planning Process	Orientation & 2years	Info Update	All ORH staff	Manager Discussion
Environmental sustainability	Orientation & 2years	Info Update	All ORH staff	Manager Discussion