

MOSS POSITION DESCRIPTION
High Risk Accommodation Response (HRAR) Support Worker

Striving to End Homelessness
Sustaining housing and strengthening communities

POSITION	High Risk Accommodation Response Support Worker 1 FTE/76 hours per fortnight. Temporary position 1 st July 2021 appointment to 31 st December 2021.
TEAM	Low Cost Accommodation Support Program, Holmes Street Northcote & Barkly Street Brunswick
CLASSIFICATION	Social and community services employee Level 5.1, commencing hourly rate \$41.89, generous conditions including a paid lunch break and access to attractive salary packaging. Additional above award conditions, National Employment Standards
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010. Merri Outreach Support Service ENTERPRISE AGREEMENT 2018
UNION	Australian Services Union (ASU)
REPORTS TO	Program Manager, General Manager and CEO
FUNDING	Victorian Department of Families, Fairness & Housing (DFFH)
APPROVED BY	Rita Lawrence , General Manager
DATE APPROVED	21 June 2021
SIGNED	_____
DATED	21 June 2021

1. Organisational Context

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

- Northcote Older Persons' High Rise Support Program
- Northcote Social Support Group (SSG)
- Brunswick Older Persons' High Rise Support Program
- Housing Support for the Aged (HSAP)
- North and West Regional Regional Children's Resource Program
- Bright Futures – Homeless Children's Specialist Support Service
- Transitional Outreach Support Team (TOST)
- Crisis Program (Crisis Response & Youth and Family)
- Catchment Youth Refuge
- Intensive Case Management program (ICMI)
- Hume Transitional Support Programs
- Shrivings Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Brunswick High Rise Volunteer Program
- Brunswick Volunteers Program
- Connections Program
- Banyule Housing Support
- Darebin Assertive Community Outreach (DACO)

2. Position Summary

The High Risk Accommodation Response (HRAR) Support Worker position is based at Barkly Street, Brunswick and Holmes Street Northcote Older Persons High Rise Public Housing Estates. The HRAR program is established through funding by the Victorian Department of health and Human Services to prevent, prepare for and respond early to coronavirus (COVID-219 infection, to iminmise transmission in high risk, share facilities accommodation. The HRAR is a model of service that enables the rapid delivery of prevention, preparedness and outbreak response activities by

appropriately skilled professionals within a robust governance framework. It works to ensure appropriate public health measures are in place to protect the health and wellbeing of residents and that adequate, culturally appropriate and accessible services and supports (including health and social services, food and essential supplies) and community engagement strategies are available to residents as required.

The Low Cost Accommodation Support Program at Holmes Street, Northcote is staffed by two full-time Outreach Case Managers. These workers are supported by a Program Manager who shares their time between Holmes Street and the Brunswick High Rise Estate. Collaborative work is essential to the success of the program. Residents engagement with the program is voluntary. All residents at Barkly Street and Holmes Street Older Persons Public Housing Estate are over 55 years old.

The core functions of the HRAR Support Worker are:

Prevention and preparedness – including health promotion, supporting facilities and residents to be aware of high risk areas and actions, supporting facilities providers to improve infection prevention and control and outbreak management plans, active case finding and COVID positive case and close contact management (where an outbreak has not been declared), and

In the event of an outbreak:

Outbreak management – participating in an Outbreak Management Team (led by DHHS) and providing community engagement, on-site testing, case and contact management (where needed), ongoing assessment of transmission and compliance risks and facilitating food, material aid and broader health and social care for residents with complex needs.

Ensure appropriate public health measures are in place to proactively reduce the risk of COVID-19 transmission and protect the health and wellbeing of residents across public housing.

Ensure adequate, culturally appropriate and accessible service supports (including health and social services, food and essential supplies and community engagement strategies are in place to create COVID-safe environments and communities and support any COVID-19 outbreaks.

Establish a clear operating model for the delivery of these services, with clearly defined responsibilities between agencies involved.

3. Key Selection Criteria

3.1. A tertiary qualification in community development, social work, community services, welfare studies or equivalent

3.2. Demonstrated knowledge of the aged and disability service systems.

- 3.3. Demonstrated knowledge of the public housing system.
- 3.4. Demonstrated understanding of issues experienced by older people living in public housing.
- 3.5. An understanding and commitment to supporting diverse communities, for example, Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, LGBTIQ and people with disabilities.
- 3.6. An understanding of accreditation processes and commitment to continuous quality improvement.
- 3.7. Ability to work both co-operatively and independently as required by different programmatic components of the position.
- 3.8. Excellent organisational, interpersonal and communication skills, including:
 - Interviewing and counselling skills
 - Writing skills
 - Management of Brokerage – SHIP and data reporting
 - Oral skills – liaison, consultation, negotiation, telephone
 - Advocacy skills
 - Networking skills
 - IT competency

4. Additional Information

Office: This position is based at 351 Barkly Street, Brunswick 3056 acknowledging Working From Home options exist in response to COVID-19.

Hours of work: Core hours for this position are Monday to Friday 8.30am – 4.30pm.

Website: www.merri.org.au

Occupational Health and Safety: All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity: Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity: Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

Child Safe Organisation: Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture.

Employment is subject to:

- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications

Privacy Notification: We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

5. Application process and contact information:

For more information about the position please contact: **Shirley Spooner 0412-478-152**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au.

Please address the **Key selection criteria** in your application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 25 June 2021

Please forward applications to:

Shirley Spooner
Program Manager
Merri Outreach Support Service
279 High Street
Northcote VIC 3070

Or email: shirley@merri.org.au

6. Key Responsibility Areas

6.1 Consumer Services:

- Actively work with Office of Housing and identified referral sources to respond to appropriate referrals within an acceptable time frame.

- Provide support to and advocacy for consumers including information, referral into mainstream and specialist services.
- Support consumers to develop connections in their community.
- In consultation with the team and the consumer, undertake assessment tasks and the development and monitoring of case plans.
- Manage and maintain case load, case files and case notes.
- Provide practical assistance to consumers as is appropriate for them to access resources.
- Prepare housing applications including supporting documentation and provide support and advocacy round tenancy issues.
- Work in conjunction with consumers to assist them to achieve their case plan goals.
- Work towards the achievement of the maximum level of self-reliance for each person assisted.
- Administer brokerage in accordance with guidelines.

6.2 Community Liaison and Networking:

- Actively and positively promote Merri Outreach Support Service and its programs to consumers and amongst other service providers.
- Maintain a broad and current knowledge of resources and support services that can be accessed to meet consumers' needs.
- Follow established protocols between Merri Outreach Support Service and partner agencies.
- Provide assistance and appropriate information to services we refer consumers.
- Provide assistance and appropriate information to services about referral pathways for consumers they wish to refer.
- Attend network meetings and forums and promote the program at local, regional and state level as directed.

6.3 Policy, Planning and Community Development:

- Through direct service provision to identify areas of common need or themes affecting older people living in public housing.
- Maximise opportunities to increase the understanding of mainstream and specialist services as to the needs of older people living in low-cost accommodation.
- Assist in regular reviews of program operations and ongoing development of the service including participation in planning days.
- Undertake implementation of improvements/changes in program operations as directed by team leader and management
- Maintain a broad understanding of government policies which have a direct impact on older people living in low-cost accommodation.
- Contribute to the development of responses to government policy, and systemic issues which may affect consumers, as directed by management.
- Participate in forums which contribute to the broader development of policies/practices relevant to this consumer group.

- Participate in Merri Outreach Support Service's Quality Improvement initiatives.
- Contribute to Agency development including participation in working groups and internal committees.

6.4 Reporting and Administration:

- Maintain program and consumer records, including case files and other data as required.
- Maintain filing systems as required for effective function of the program.
- Timely recording of consumer information using SRS electronic database.
- Participate in other HACC reporting requirements.
- Prepare evaluation reports on client outcomes as required.
- Assist management in the preparation of reports as directed.
- Submit for approval by team leader all formal outgoing correspondence.
- Adhere to Agency Financial Delegation of Authority and recording practices.

6.5 Accountability:

- Work in accordance to Merri Outreach Support Service's Policy and Procedures Manual.
- Meet Home Care Standards and other accreditation requirements.
- Be responsible to the Team, Program Manager, General Manager and CEO.
- Attend monthly agency (staff) meetings.
- Actively participate in scheduled supervision with the Program Manager.
- Submit timesheets and leave application forms within required timeframes.