

# Position Description

<b>Title:</b>	Private Rental Assistance Program Plus Worker
<b>Business Unit:</b>	Crisis and Homelessness Services
<b>Location:</b>	291A Maroondah hwy Ringwood 3134
<b>Employment type:</b>	Full Time /Maximum Term
<b>Reports to:</b>	Coordinator, Support programs.

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## About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallee in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

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## Position purpose

The PRAP Plus worker will be responsible for time limited outreach intervention with households living in, entering into or seeking to enter into private rental tenancies that require additional practical support to establish or maintain their housing. PRAP Plus – Support Program is a new initiative which is a key element of the Private Rental Assistance Program (PRAP). The worker will primarily support clients in the communities where they live, and work alongside the PRAP team, whilst supporting clients to identify and address issues which are contributing to the risk of tenancy breakdown.

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## Scope

<b>Budget:</b>	Nil
<b>People:</b>	Nil

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## Relationships

<b>Internal:</b>	<ul style="list-style-type: none"><li>• Uniting Homelessness and administration teams</li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>• Clients, families, advocates</li><li>• Department of Health and Human Services, Centrelink, Real Estate Agents, employment services, legal services, health services, emergency relief providers, and other support services</li></ul>

# Position description

## PRAP Plus Worker



### Key responsibility areas

#### Service delivery

- In partnership with the PRAP Team, support clients to access private rental. This may include support to complete private rental applications, gathering appropriate documentation, attending inspections, role modelling communication and presentation at inspections
- Provide information, advocacy and support to clients who secure private rental to establish a successful tenancy
- Support clients to establish links within their local community and identify referral pathways to community supports, resources, including financial counselling services, education, training and employment supports as tailored to their needs
- Support clients to develop individually tailored support and housing plans to enable clients to successfully transition into and sustain private rental tenancy
- Support clients to address support needs which have contributed to their homelessness
- Advocacy which may include advocacy at VCAT
- Attend pre-vacating inspections addressing issues to prevent blacklisting

#### Community and Interagency Relationships

- Establish and maintain partnerships that provide support to existing and prospective tenants to access or maintain accommodation in the private rental market

#### People and Teams

- Maintain and understand own role in achieving organizational mission
- Foster collaboration and team work within and across programs and services
- Follow work plans and prioritise key tasks
- Openly share information, participate and contribute to team discussions
- Value diversity in teams and support fellow team members
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

# Position description

## PRAP Plus Worker



### Person specification

#### Qualifications

- Essential qualifications: Diploma of Community Services, Welfare or related discipline
- Essential: Current valid driver's licence
- Desirable: Tertiary qualification in Social Work, Community Services or related discipline

#### Experience

- Preferred: 12 months experience in the community services field
- Preferred: Experience in working in the housing and/homelessness sector
- Preferred: Understanding of the Residential Tenancies Act

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Team work:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** executes day to day activities in a positive, respectful and enthusiastic manner
- **Culturally Aware:** values diversity as a strength and positively utilises diversity
- **Client focused:** prioritises the needs of clients
- **Communication:** well developed communication and interpersonal skills
- **Time management:** ability to manage workloads and prioritise tasks
- **Problem solving:** well developed problem solving skills

### We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

#### Employee

#### Manager

Name:

Signature:

Date:
