

# Position Description



**Title:** Private Rental Assistance Program - More Than a House (MtaH)  
**Business Unit:** Housing and Homelessness  
**Location:** 105 Dana Street Ballarat  
**Employment type:** Part Time Maximum Term position until 30 June 2021  
**Reports to:** Coordinator IAP and Homelessness

## 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, Mallacoota 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

## Position purpose

The PRAP worker will provide financial and practical assistance to establish and maintain private rental tenancies for people who are homeless or at risk of homelessness as well as those currently in private rental. Strong relationships with private real estate providers across the Central Highlands Area have been established. The worker will continue to build on these established relationships to maintain cooperative and collaborative approach to assisting clients to continue to sustain and to commence private rental tenancies. This role will work closely with the Housing Ready Coordinator to inform the development of information and education programs and resources required to enhance the capacity of clients to access and maintain private rentals. This program also works closely with the Initial Assessment and Planning workers and the PRAP Plus worker

## Scope

**Budget:** Nil

**People:** Nil

## Relationships

**Internal:**

- Initial Assessment and Planning team, Housing Ready Coordinator, Homelessness support and other programs across the cluster

**External:**

- Real Estate Agents, Community Service Agencies, Tenancy Advocacy and Advice Program (cafs) DHHS, Other Homelessness Support agencies

## Key responsibility areas

**Service delivery**

- To provide client-focused, program specific support to people and families referred to the program.

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# Position description

## Private Rental Assistance Program



- Build links and identify referral pathways with legal, health, education and community services to support prevention and early intervention
- To assess peoples' potential capacity to successfully participate in the program through informed and confidential discussion.
- Advocate for at risk tenancies and negotiate payment plans
- Build strong relationships with real estate agencies and landlords to leverage opportunities for clients.
- Through advocacy, promote the rights, responsibilities and dignity of the client by offering support and assistance appropriate to the scope of the program and in accordance with service standards and legislation.
- To contribute to the development, implementation and evaluation of client-centered and cohort specific information sessions and rental readiness programs.
- In conjunction with the client and program staff, work towards stable long-term housing in the private rental market with the assistance of brokerage funds.
- To engage with and contribute to both team and organisation initiatives and strategic objectives.

### Administration and finance

- In collaboration with the program's administration officer, develop and maintain all necessary administrative systems as required for the efficient operation of the program, including financial, statistical and client files and databases.

### 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.

### Performance indicators

- Strong relationships built with the private real estate industry and with landlords, demonstrating understanding for the local private rental housing market dynamics to leverage opportunities for vulnerable households.
- Improved access to affordable and appropriate private rental housing for the client group.
- People assisted who have the capability to sustain affordable and appropriate private rental to transition out of crisis, transitional and social housing.
- Client-group appropriate rental readiness programs developed, implemented and actively promoted.
- People diverted from higher cost crisis services and more complex interventions into private rental.
- Collaborative and solution-focused working relationships developed with other legal, health, education and community services to support early intervention.

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# Position description

## Private Rental Assistance Program



- Private rental brokerage funding for the central Highlands area of Victoria effectively managed and optimised including administration, allocations and monitoring functions.
- Contributes to building positive team culture
- Contributes to realising business unit and wider organisation strategic objectives.
- Reports on More Than a House is comprehensive, timely and raises any workplace/program issues requiring attention.

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### Person specification

#### Qualifications

- Minimum qualification of Diploma in Welfare/Community Services, or equivalent in related field

#### Experience

- Experience in working with homeless clients
- Knowledge of the private rental market would be an advantage

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- Extensive knowledge of housing & homelessness sectors with particular emphasis on the Central Highlands Area.
- Extensive knowledge of the private rental market with understanding for the barriers and challenges experienced by the program’s target client group
- Extensive experience in delivering innovative, flexible, quality services and programs in client-centred environments.
- Excellent customer service skills with proven capacity to engage and develop positive working relationships with people and stakeholders from a diverse range of backgrounds including program clients, colleagues, businesses, other organisations and the wider community.
- Proven capacity to establish positive cross-sectoral relationships in order to deliver program objectives.
- Proven high level negotiation skills
- Proven ability to work autonomously, as part of a small team and within a diverse team environment
- Create, maintain and foster a safe work environment at all times

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### 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.

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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:

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