



EMPLOYMENT PACKAGE
Specialist Homelessness Services Caseworker

BUNGREE ABORIGINAL ASSOCIATION
Specialist Homelessness Services Team

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NOTE: Being Aboriginal or Torres Strait Islander is a genuine occupational qualification for this position as described under *Section 14(d) of the Anti-discrimination Act, 1977 NSW*



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1. JOB ADVERTISEMENT



Bungree Aboriginal Association

Position Vacant

F/T Specialist Homelessness Services Caseworker

Overview of Position – Bungree's Specialist Homelessness Services program provide support to Aboriginal people with high and complex needs who are homeless or at risk of homelessness. Support includes case management, advocacy, supported accommodation services and assisted referrals to other specialist support services to help the access and sustain stable housing. The caseworker will work as part of a team to provide practical supportive and specialist intervention to those who seek assistance from Bungree.

This is an identified position under Section 9A of the NSW Anti-Discrimination Act 1977. Male applicants are encouraged to apply.

NOTE: Applicants **MUST** obtain an employment pack, complete all relevant paperwork & address the selection criteria.

Enquiries: Miley Nixon on 02 4350 0130 or email: enquiries@bungree.org.au

Closing date: 4.30pm, 26 May 2019

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2. REQUIREMENTS FOR EMPLOYMENT

ESSENTIAL CRITERIA

- Aboriginality
- Certificate IV Community Services or equivalent
- Demonstrated experience in working with vulnerable and disadvantaged community members.
- Demonstrated interpersonal and negotiating skills
- Demonstrated written and oral communication skills
- Demonstrated ability to prioritise work load in order to meet deadlines
- Ability to work independently as well as part of a team
- An understanding of contributing factors impacting on homelessness pertaining to Aboriginal people, children, young people and families.
- Demonstrated Computer skills
- Current Drivers Licence
- Current First Aid Certificate

MANDATORY

- Confirmation of Aboriginality
- National Criminal History Record Check
- Working with Children's Check
- Drivers Licence
- Qualifications and Training Certificates

Desirable Criteria

- Sound knowledge of the Homelessness Sector
- Recent experience working with vulnerable and disadvantaged community

INFORMATION

Applications marked **Team Leader SHS** may be;

Delivered in person to: 7B Pioneer Avenue Tuggerah NSW 2259

Post: PO Box 3070 TUGGERAH NSW 2259

Email: enquiries@bungree.org.au

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3. ABOUT BUNGREE SPECIALIST HOMELESSNESS SERVICES PROGRAM (SHS)

Bungree's Specialist Homelessness Services program provide support to Aboriginal people with high and complex needs who are homeless or at risk of homelessness. Support includes case management, advocacy, supported accommodation services and assisted referrals to other specialist support services to help the access and sustain stable housing.



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4. BUNGREE ABORIGINAL ASSOCIATION ORGANISATION CHART



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5. POSITION DESCRIPTION

POSITION TITLE: SPECIALIST HOMELESSNESS SERVICES CASEWORKER		
POSITION DESCRIPTION		
Team:	Specialist Homelessness Services	
Direct Reports:	Nil	
Reports to:	Team Leader - SHS	
<u>Works closely with:</u>		
<ul style="list-style-type: none">• Bungree's Child, Youth and Family teams, Housing and My Age Care teams• Individuals, their children/young people and extended family members• Referring Agency• External Agencies (Aboriginal and non-Aboriginal)		
<u>Core Responsibility</u>		
To work as a member of a cooperative team in order to provide practical, supportive and specialist intervention to individuals, child/ren/young people who are at risk of homelessness or who are homeless.		
<u>Key Performance Indicators</u>		
The following key performance indicators and accountabilities list will appear in your Performance Agreement if you are successful in your application for this position		
Primary Purpose	Duties & Responsibilities	Specific Job Skills/Performance Indicators
1. Casework	Case Management	<ul style="list-style-type: none">• Effectively case manage clients to achieve identified goals• Develop and implement case goals plans with the client.

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		<ul style="list-style-type: none"> • Support and work with clients to develop personalised plans, set long and short term goals, identify and arrange specialise assistance as appropriate • Mentor, motivate and enable clients to build on strengths, develop goals and set objectives. • Coordinate and monitor client participation in identified activities to ensure assistance towards achieving goals • Monitor and maintain contact with client • Implement and review case plans for clients regularly • Assist client to access identified goals
2. Administration	Administrative tasks associated to casework functions	<ul style="list-style-type: none"> • Maintain all client files and records • Document all contact with clients and stakeholders • Maintain records pertaining to key decisions and important event achievements during the support period • Maintain client files in a professional manner • Maintain statistical records/data bases in a timely and accurate manner • Secure all personal information (as per Bungree Policy and Procedures) • Meet targets for active clients and demonstrate positive outcomes for at least 80% of all client action plan goals. • Sign in and out each day – communicate on movement board • Work within a flexible service delivery i.e. outside of core hours where required (prior approval required) • Case notes must be up to date and ready for review at every supervision session and or file review
3. Systems	<p>Mandatory Obligations</p> <p>CIM'S Compliance data entry</p> <p>Work, Health and Safety</p>	<ul style="list-style-type: none"> • Adhere to policy, in particular, confidentiality, security, and mandatory training. • Ensure that all reports of suspected child abuse or neglect is immediately reported to the Team Leader as per the <i>Children and Young Persons (Care and Protection) Act 1998 (the Care Act)</i> in line with Bungree's policies • Complete all contractual data and reporting • Premises, equipment and vehicles are maintained in a safe condition • Be responsible for WH&S, to be alert to and report WH&S hazards • Install and uninstall child safety restraints in vehicles

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		<ul style="list-style-type: none">• Maintain vehicle logs, services and general upkeep of the vehicles used within Bungree fleet
4. Tenant Support and Bungree Tenancy Management Plans	Bungree GHSH/ CPHM Properties	<ul style="list-style-type: none">• Process tenant allocation – intake assessments/exit strategies• Develop and implement comprehensive tenancy management plan prior to tenant/s occupying the property (this is based on a 3 month lease)• Monitor the length of tenancies in conjunction with the Housing Officer• Assist tenants gain access to a range of services to sustain their tenancies and any future tenancies• Maintain weekly home visits with tenant• Maintain regular phone contact between home visits• Deliver services within relevant legislation and service quality standards• Provide a service delivery where tenants are engaged and consulted on issues that will affect them directly and given opportunities to participate in identifying and implementing solutions to tenancy issues.• Ensure only those occupants listed on the tenancy agreement are residing in the property as per tenancy and plan agreement• Follow all case management functions as per role of SHS Case worker• Ensure that a client is involved in the development of TMP• Goals are to be achievable for the client.

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6. THE APPOINTMENT PROCESS

Appointment to the position is based on merit. Merit is determined through an assessment of your abilities as they relate to the position. To determine your merit, the selection committee will rely on –

- your application, comprised of your Resume and your Claim to the Position
- an interview (if you are called) and the opinion of your referees (if you are short listed after interview)
- If you are successful but before you are officially appointed, you may be expected to verify your credentials and provide certified copies of your academic or other records. It is suggested you organise this so they will be ready if requested.
- Before you are officially appointed all necessary Working With Children's Check and Police Check's will be carried out.



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7. HOW TO APPLY

- To apply for the position, send your Resume and Claim for the Position by email, post or in person to the SHS Team Leader by the due date as given on the Job Advertisement.
- A covering letter is not required, however, if you do wish to provide one please keep it to one page.
- Please follow the advice below when composing your Resume and Claim for Position.

RESUME

To help ensure that your resume is compelling to read and tailored to the position, please use the following format and approach:

TITLE/HEADING

RESUME: (ADD YOUR NAME AND FULL CONTACT DETAILS INCLUDING PHONE AND EMAIL ADDRESS)

SUMMARY

Summarise your career in one page showing how you progressed to where you are today and including activities or achievements that relate to the position you are applying for.

EDUCATION

Indicate your schooling e.g. Year 10, Year 12.

List any TAFE or University studies commenced or have completed since you left school or are currently undertaking, showing the institution, the name of the course or programme, the years you attended, the credential you achieved or hope to achieve e.g. degree/diploma/certificate.

Give details of any subjects you studied that you believe have equipped you with skills relevant to the position you are applying for *NOTE: if you have attended short courses, include them under ENGAGEMENTS (see below).*



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List your employment history in reverse chronology i.e. beginning with your most recent appointment and including any previous employment in the Community Welfare or related sector.

For each job in which you were employed, give the job title, name of employer, dates, a brief description of your functions and responsibilities.

ENGAGEMENTS

Include here any organisations you belong to, boards and committees you may serve on (past and current), short courses and conferences you have attended, community work you have done or are doing.

Focus on those that you believe have given you skills, attributes, networks etc. relevant to the position.

DOCUMENTATION

Confirmation of Aboriginality.

Completed Applicant Declaration and Consent (Working with children Check) to be submitted at time of interview, if granted.

CLAIM FOR POSITION

You must meet each of the essential requirements given in the job advertisement. Meeting some or all of the desirable requirements given in the job description may improve your chances.

To show you meet the requirements, compose a Claim for Position with the following information:

TITLE/HEADING

CLAIM FOR (TITLE OF POSITION): (ADD YOUR NAME AND FULL CONTACT DETAILS INCLUDING PHONE AND EMAIL ADDRESS)

ESSENTIAL REQUIREMENTS

List each of the essential requirements in the position description and describe how you meet them

DESIREABLE REQUIREMENTS

List each of the desirable requirements in the job advertisement and describe how you meet them

REFEREES

Give the names of no more than three people who can provide information on your employment and work performance relevant to the requirements for the position



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8. THE INTERVIEW AND REFERENCE CHECK

The interview will be conducted by a selection panel of at least three people of whom at least one is male and one female. The panel will include the manager of the position you are applying for, Chief Executive Officer of Bungree Aboriginal Association an independent (a person not employed by Bungree Aboriginal Association), and another person who can contribute to the selection process.

Before the interview

The panel will assess your Claim for the Position. If you meet the essential requirements and some or all of the desirable requirements, they will also consider your Resume.

At the interview

The most competitive applicants will be called for an interview where you will not only be asked questions but invited to engage with the panel to discuss:

- Your career, education and engagements (as described in your Resume).
- Your ability to meet the requirements for appointment (as set out in your Claim for the Position) and to perform the job (see the Position Description, above).
- You will be free to tell the panel more about particular areas of your application, to ask questions about the position, and provide the panel with more information to help your application.

After the interview

- The panel will rate the strengths and weaknesses of each applicant and prepare a short list.
- Referees will normally be contacted before a preferred candidate is recommended for appointment, and a Working with Children's check will be conducted. If you have not included names of referees in your claim for Position, you will be contacted to provide.
- You will be advised in writing the result of your application normally within 2 weeks of interviews.
- If your application is unsuccessful, you may wish to contact the convenor of the panel to discuss your performance in the interview.

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9. APPOINTMENT AND CONDITIONS

- If your application is successful, a Bungree Aboriginal Association representative will contact you and offer the position to you verbally.
- If you accept the verbal offer you will be required, before the appointment is confirmed, have a National Police Check conducted and cleared and a Working with Children Check conducted and cleared and any other necessary documentation that may be relevant including certified educational records.
- A Working with Children check will be conducted as per Child Protection (PROHIBITED EMPLOYMENT) Act 1998 and a National Criminal Record Check will be conducted