



EMPLOYMENT PACKAGE
Together Home Program (THP) Caseworker

BUNGREE ABORIGINAL ASSOCIATION
Housing and Homelessness Services

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1. JOB ADVERTISEMENT



**Position Vacant - Targeted
P/T Together Home Program (THP) Caseworker
Specialist Homelessness Services Team**

Overview of Position: Bungree is a contracted support provider of Pacific Link, to deliver the case management component of the Together Home Program on the Central Coast. The program is targeted for people who are currently street sleeping, or have a history of street sleeping.

Bungree supports the participant to sustain their tenancy, work in partnership with the community, primary health care providers including General Practitioners (GPs), community health services and other local organisations to provide high quality, person-centred, equitable and accessible support for people in the program.

Targeted position: Aboriginal people are encouraged to apply

NOTE: Applicants **MUST** obtain an Employment Package, complete all relevant paperwork & address the essential criteria.

Enquires: Miley Nixon on 02 43500100 (option3) or email: miley.nixon@bungree.org.au

Closing date: 4.30pm Wednesday 28 July 2021

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2. REQUIREMENTS FOR EMPLOYMENT

ESSENTIAL REQUIREMENTS

- Certificate IV Community Services or equivalent with 3 years' work experience working with high complex clients
- 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

- Flu Shot – Bungree is a mandatory FLU SHOT workplace (if for medical reasons you cannot get the flu shot please provide evidence)
- National Police 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 disadvantage community

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INFORMATION

Applications marked Miley Nixon Team Leader SHS /THP;

Delivered in person to: 7B Pioneer Avenue Tuggerah NSW 2259. **Post:** PO Box 3070 TUGGERAH NSW 2259. **Email:** miley.nixon@bungree.org.au

3. ABOUT BUNGREE ABORIGINAL SPECIALIST HOMELESSNESS SERVICES PROGRAM

The Specialist Homelessness Services (SHS) is funded by Department of Communities and Justice (DCJ) and provides support to Aboriginal people with high and complex needs who are homeless, or at risk of homelessness. This includes people escaping domestic or family violence.

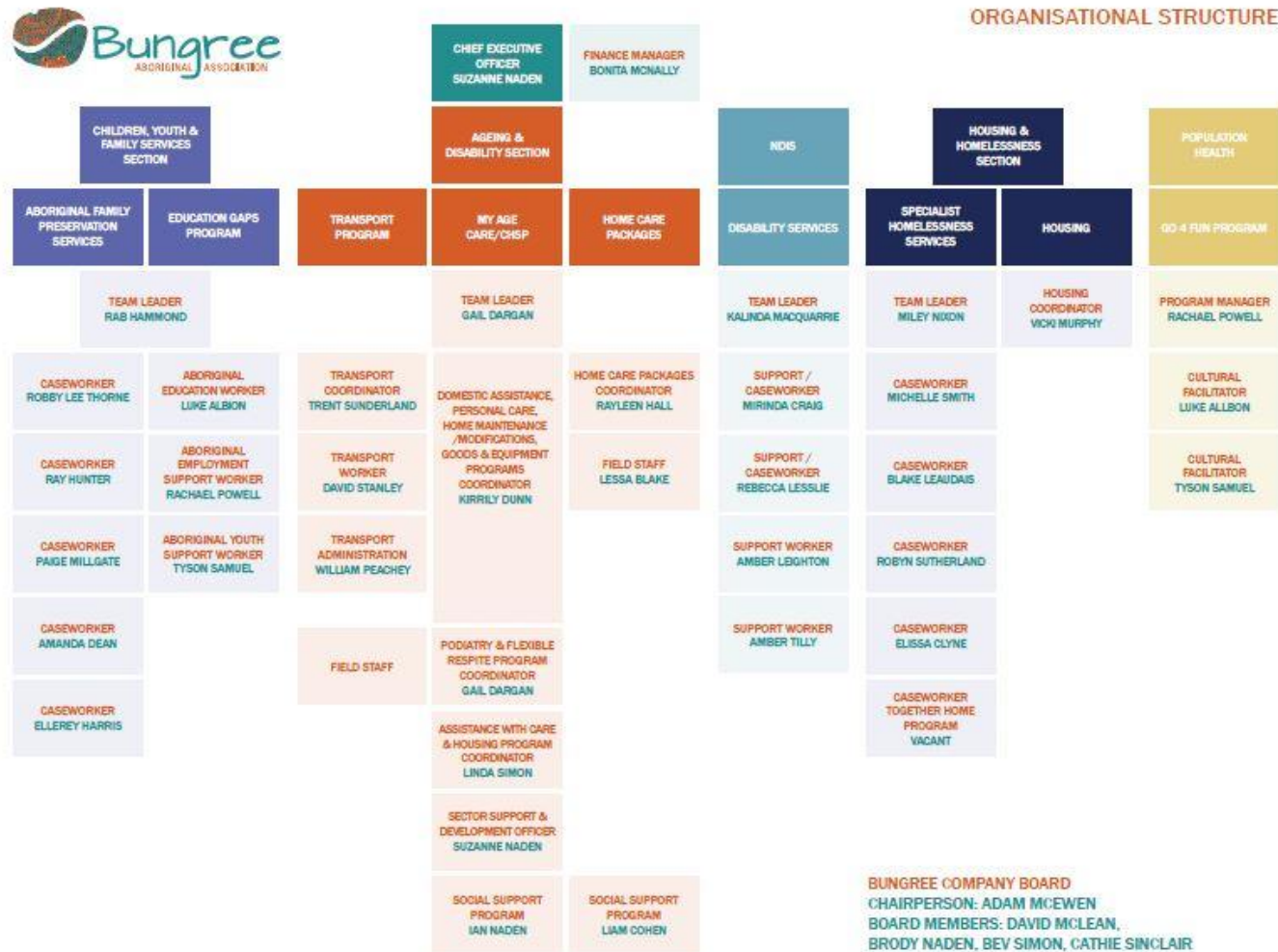
The THP Caseworker will be supported by the SHS team. The caseworker will assist and support participants for up to two years, with supports provided by the program including case management, advocacy, supported accommodation services and assisted referrals to other specialist support services to help Aboriginal people access and sustain stable housing.

This program is based on a contract with Pacific Link Community Housing Provider (lead agency). The THP Caseworker will attend meetings with our lead agency and other external partners as appropriate.

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4. BUNGREE ABORIGINAL ASSOCIATION ORGANISATION CHART



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5. POSITION DESCRIPTION

POSITION TITLE: TOGETHER HOME PROGRAM CASEWORKER	
POSITION DESCRIPTION	
Team:	Specialist Homelessness Services
Section	Housing & Homelessness
Direct Reports:	Nil
Reports to:	Team Leader – Specialist Homelessness Services (SHS)
<u>Purpose of the Position:</u> <ul style="list-style-type: none">• To co-deliver support services through effective partnerships to tenants who need them in a timely, compassionate and professional manner.• To work with the participants to support and sustain their tenancy, connecting with specialised support organisations for other services and programs.	
<u>Key Performance Indicators</u> <p>The following key accountabilities list will appear in your Performance Agreement if you are successful in your application for this position.</p>	

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Primary Purpose	Capability Requirements	Activities, specific job skills and performance indicators
Sector and Bungree purpose and values	<ul style="list-style-type: none"> • A practical and general knowledge of a human rights-based approach and the individual and community context and sector and organisation purpose and values • Significant knowledge of the role, vision, mission and values of Bungree and the support and services provided. • Understands and can demonstrate sector direction and the organisation strategic plan. • Understand the strategic direction under which Bungree operates. • Working knowledge of Bungree infrastructure. 	<ol style="list-style-type: none"> 1. Develops an approach to have a supportive working relationship with each person supported. 2. Gains the confidence, trust and respect of each person supported. 3. Recognises the importance of dignity and the rights of each person they support. 4. Provides support in line with the organisation's mission and values. 5. Implement the Bungree policies and procedures relevant to the delivery of THP program, services and care. 6. Behaves consistently in line with Bungree values, policy and procedures. 7. Understands and applies knowledge of the THP Program framework and service standards, timings and relevant organisational requirements to delivering services to the team. 8. Promotes a strength-based approach to achieving the plan goals of each person in the team.
Case Management	<ul style="list-style-type: none"> • Understanding of the Housing First model. • Understanding of trauma informed care, experience working within the framework and uses as best practice. • Knowledge of mandatory reporting and statutory requirements. • The ability to adhere to and follow the Together Home Program framework, guidelines, Bungree policy, procedure and practices on a daily and case by case basis. • Ensure the ongoing monitoring and review of support and assistance to decrease potential risk. • Basic negotiation techniques as required. 	<ol style="list-style-type: none"> 1. Ensure a Housing First approach in the delivery of services. 2. Effectively case manage participant to achieve identified goals. 3. Attend external meetings with support partner agencies to build strong relationships and networks. 4. Work closely with contracted support providers including update, support and coordination of case conferences as approved by the Team Leader. 5. Updating file notes on CIMS. 6. Advising Team Leader of any concerns, issues and/or important notes. 7. Provide an outcomes focussed approach by utilising community programs (internal and external to Bungree) to support participant goals to be achieved. 8. Support and work with participant to develop personalised plans, set long and short-term goals, identify and arrange specialise assistance as appropriate. 9. In collaboration with the Participant, review case plans regularly. 10. Mentor, motivate and enable participant to build on strengths, develop goals and set objectives.

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	<ul style="list-style-type: none"> • Ensures, quality of service, effective communication, confidentiality, diversity awareness, provision of information. • The ability to manage difficult conversations and situations and the ability to inform and involve senior staff as required. • The ability to change your approach and working practices as required. • The ability to continuously manage and identify low, medium and high-risk conditions. • Willingness to participate in external forums, workshops and training and development opportunities. 	<ol style="list-style-type: none"> 11. Coordinate and monitor participant participation in identified activities to ensure assistance towards achieving goals. 12. Make welfare phone calls with Participants, following up with Participant issues, requests, concerns and queries. 13. Conduct home visits with Participants as required, being perceptive to the environment and the person by ensuring general welfare and well-being with the capacity to recognise early indicators that may jeopardise the tenancy. 14. Participate in relevant interagency forums and workshops as required.
Community Engagement & Education	<ul style="list-style-type: none"> • Knowledge of appropriate local community activities and utilises local networks. • Displays a positive image of the organisation in the community. • Provide recommendations to build community engagement and capacity. • Participate in developing wider networks with agencies, volunteer groups and community organisations. • Develop flexible communication skills to adapt to varying situations and audience. 	<ol style="list-style-type: none"> 1. Staff volunteer (when available) for activities that benefit Bungree. 2. Liaise with carers, families and significant others involved in providing care, including specialist generic agencies and other mainstream service providers. 3. Collaborate across Bungree with colleagues and with staff in other organisations. 4. Use networking opportunities and connections to achieve goals in case plans. 5. Appropriate behaviour towards staff, Participants and families aligned to Bungree values.
Systems	<ul style="list-style-type: none"> • Have a strong technical ability. • The ability to follow and apply mandatory obligations of reporting. • Have a WHS knowledge of requirements, policy and procedure. • Ability to learn new systems. 	<ol style="list-style-type: none"> 1. Adhere to policy, in particular, confidentiality, security, and mandatory training. 2. Ensure that all reports of suspected child abuse or neglect is immediately reported to the Team Leader as per the Children and Young Persons

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		<p>(Care and Protection) Act 1998 (the Care Act) in line with Bungree's policies</p> <ol style="list-style-type: none"> 3. Complete all contractual data and reporting in the agree timings. 4. Premises, equipment and vehicles are maintained in a safe condition 5. Be responsible for WH&S, to be alert to and report WH&S hazards 6. Install and uninstall child safety restraints in vehicles 7. Maintain vehicle logs, services and general upkeep of the vehicles used within Bungree fleet
<p>Organisational Responsibilities, Teamwork and Development</p>	<ul style="list-style-type: none"> • Be consultative and can discuss and raise issues and or concerns to benefit and contribute to a harmonious working environment. • Have a clear understanding of Bungree mission and values and the ability to refer to them as required. 	<ol style="list-style-type: none"> 1. Work within a flexible service delivery, at times outside of core hours, as required. (Prior approval required) 2. Actively contribute to a positive and effective team environment through open and inclusive planning, continuous information sharing and transparent work processes. 3. Works collaboratively with other Workers. 4. Assists with problem solving and addressing any emergent issues. 5. Able to resolve conflict when required in the team or with participant following the relevant policy, procedure and guidelines and observing the Bungree values with appropriate communication style. 6. Actively participates and engages in team meetings. 7. Identifies any communication or workflow issues and makes suggestions for improvement. 8. Work health & safety accountabilities – identification of hazards, risk mitigation and consultation are encouraged. 9. Responsible for compliance with documented system procedures, polices and/or other internal guidelines. 10. Perform other duties as directed by Management that fall within the scope of the position, knowledge and skills, as required from time to time.

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Personal Accountability and Risk Management	<ul style="list-style-type: none">• Understand the intent and framework of relevant compliance legislation, quality standards, policies and procedures.• Address and minimise or maintain risk to Bungree as an organisation.• Contribute to health and safety well-being.• Comply with Bungree internal policies and procedures.	<ol style="list-style-type: none">1. Compliance with Bungree values, code of conduct, policies and procedures and relevant Government legislation and standards where relevant.2. Work collaboratively with Bungree employees and external stakeholders in accordance with Bungree values and professional standards of behaviour.3. Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.4. Take reasonable care for your own health and safety.5. Promote a positive safety culture by contributing to health and safety consultation and communication.6. Promptly respond to and report health and safety hazards, incidents and near misses.7. Attend mandatory training sessions as required.
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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 CEO Bungree 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.
- The successful applicant will have to undertake both a Working With Children Check and National Police Check prior to being formally offered the position.