

## **ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC**

### **Intensive Housing Support Worker**

#### **POSITION DESCRIPTION**

Position Title and Program Designation: Intensive Housing Support Worker, Housing Team  
Status: Part Time Fixed Term  
**Work Hours:** 45 hours (8 hours/day, 6 days/fortnight)  
**Award and Classification:** QCSCA Award Level 5

Although there is some flexibility in working hours, according to the needs of the team, it is expected that as far as possible, this position is worked 6 days per fortnight covering the service hours of 9.00am – 5.00pm Monday to Friday. Specific start and finish times and work days will be negotiated with the Manager with reference to your own needs, and the needs of the Program team and the wider organisation. This position may occasionally require some after hours or weekend work as directed by the Manager and/or Management Committee.

#### **FUNDING**

The Intensive Housing Support Worker is the lead worker in the delivery of the Intensive Housing Support Pilot Program which has been funded by the Department of Housing and Public Works for a 12 month period. Zig Zag will seek to make this funding recurrent should the Pilot Program be successful.

#### **REPORTING AND ACCOUNTABILITY**

This position is directly accountable to the Senior Practitioner, Housing Program and indirectly to the Manager and to the Zig Zag Management Committee. All employees are expected to engage in supervisory processes and to be accountable for all aspects of their work at Zig Zag.

#### **DATES OF REVIEW:**

This position description is to be reviewed following Performance Planning and Review processes.

#### **HOUSING PROGRAM TEAM OBJECTIVE:**

The Intensive Housing Support Worker will work collaboratively and supportively within the Zig Zag Housing Program team in the effective delivery of high-quality support services to young women who are homeless or at risk of homelessness including young pregnant and/or parenting young women. The Housing Program team achieves this through the provision of supported accommodation, information and referral, case management and support, property and tenancy management, community networking and awareness-raising activities and collaborative projects.

#### **POSITION OBJECTIVE**

All employees are required to work within the bounds set by the Zig Zag mission statement, philosophy and practice framework. All employees are required to implement and adhere to the guidance provided by Zig Zag policy and procedures. The Intensive Housing Support Worker is also required to work to the aims and scope of the Intensive Housing Support Pilot Program.

The Intensive Housing Support Worker is responsible for the provision of practical and case management support to young parenting women as they transition from Zig Zag supported accommodation to independent housing. The Intensive Housing Support Worker is also responsible for utilising collaborative approaches to improve outcomes for young women who are at high risk of

re-entering homelessness, whilst being sensitive to the range of experiences and factors associated with young women and homelessness. The Intensive Housing Support Worker's role is pivotal in providing high standards of service delivery to young women transitioning to independence, with a focus on ethical and respectful practice, confidentiality, accountability, record keeping, data collection, reporting, and evaluation. As this is a pilot project, ensuring that this project delivers on its objectives within time and resource constraints and being able to evaluate and demonstrate what has been achieved is also critical.

### **PRIMARY DUTIES:**

- 1. Offer practical and case management support to young single and parenting women as they exit Zig Zag's supported accommodation including:**
  - Undertake a collaborative hand over and assessment of young women's support needs as they transition from Zig Zag Supported Accommodation Program to independent accommodation.
  - Create support plans in collaboration with young women, and regularly review these in relation to the young woman's support needs.
  - Provide flexible client-centred support services to young women, as negotiated in support plans.
  
- 2. Utilise collaborative approaches to improve outcomes for young single women and young parenting women and their children who are at high risk of re-entering homelessness:**
  - Liaise, consult and develop strategic links with other service providers in order to provide collaborative support when appropriate.
  - Provide information, referral services and assistance to young women to access other organisations when appropriate.
  - Work collaboratively in the development and implementation of time limited group programs, community education or social action projects that support the aims of the Intensive Housing Support Pilot Program and as negotiated with the Housing team and Manager.
  
- 3. Develop and implement an evaluation framework for the introduction of outcome measures to determine the outcome and impact of services received by young women within the Intensive Housing Support Pilot Program.**
  - Develop and implement an evaluation framework consistent with requirements of the funding body and Zig Zag's framework, policies and procedures.
  - Collect relevant reporting data for the funding body including qualitative data from the experiences of young women.
  - Report on outcome measures of the Intensive Housing Support Pilot Program to Zig Zag Housing Program team and Manager.
  
- 4. Organisational and team participation**

Zig Zag is a feminist organisation that uses collaborative decision making processes. Many operational and service delivery related decisions are made within the Zig Zag individual Program teams and the wider staff team. The Intensive Housing Support Worker requires a high degree of skills in collaborative decision making and will be accountable to the relevant teams for decisions made at that level. Each team member is expected to foster and maintain a supportive and open team environment through the consistent use of open and respectful communication. The Intensive Housing Support Worker is ultimately accountable to the Manager and Management Committee of Zig Zag. The following list identifies tasks that the Intensive Housing Support Worker is expected to participate in with respect to the general operations of the organisation.

### ***Organisational Participation***

- Prioritise participation in staff meetings.
- Actively participate in monthly internal supervision and regular external supervision.
- Represent Zig Zag and its programs appropriately and professionally to the community.
- Advocate on behalf of Zig Zag as determined by the staff and/or Management Committee.
- Provide input into organisational systems and policy development.
- Participate in organisational planning, review and evaluation, including Strategic and Operational Planning.
- Attend Management Committee meetings as required and/or as determined within the team.
- Participate in human resource processes as required (e.g., recruitment processes, student supervision).
- Participate in organisational team building activities as required.
- Where possible and appropriate be actively involved in project development including the acquisition of funds.

### ***Participation in Program Team***

Many of the decisions regarding the work of the Program team will take place in team meetings including case and workload management and approaches to direct service delivery. This requires that the Intensive Housing Support Worker participate in the following:

- Regular review and development of policies and procedures directly related to the service delivery functions of the Program team.
- Active participation in team decision making processes including team meetings and team group supervision.
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of ethical practice.
- Attendance at relevant training as negotiated within the team and with your supervisor.
- Participation in the evaluation and documentation of the work done by your Program team.
- Provision of input into the development of funding body service agreements.
- Collection of relevant reporting data for the funding body and completion of other reporting requirements including monthly reports to Management Committee and Program input into the Annual Report of the Association.
- Undertaking the administration responsibilities relevant to your role.
- Provision of input into the Program as requested by the Manager.
- Participation in relevant forums/networks in relation to issues relevant to the Program team.
- Communication with relevant groups (e.g., community organisations, networks, government departments/ policy units) in relation to the work of the Program team.
- Provision of input into internal policies/systems as they relate to the work of Zig Zag to ensure best practice.

## **ESSENTIAL REQUIREMENTS**

- Minimum two years' experience in the provision of case management support in homelessness, youth or women's sectors.
- Minimum Bachelor degree qualification in Social Work, Social Science, Psychology, Behavioural Science, or other relevant discipline.
- Current 'C' class driver's license.
- Possession of a current Working with Children Blue Card.
- Sound level of computer literacy including a working knowledge of Microsoft Word.

## **KEY SELECTION CRITERIA**

1. Demonstrated experience in the provision of complex case management, support and advocacy techniques and strategies, particularly in relation to young women's experience of homelessness.
2. An understanding of the issues confronting young parenting women and their children, particularly those from Culturally and Linguistically Diverse and Aboriginal and Torres Strait Islander backgrounds and skills in effectively supporting these families.
3. Skills in developing, managing, evaluating and documenting a time limited project.
4. Demonstrated commitment to work within Zig Zag's stated aims and values, including an understanding of feminist and social justice principles as they relate to practice.
5. Demonstrated knowledge of the youth homelessness and social housing sectors in Queensland, and a thorough knowledge of human services systems.
6. Demonstrated high level of interpersonal communication skills including a commitment to self-reflective processes, collaborative decision making and to transparent and accountable communication styles.
7. Excellent personal work habits, including time management, administrative and planning skills; and the flexibility to work effectively as an autonomous worker, as part of a team, and under managerial direction.