



ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC

Intensive Housing Support Worker

POSITION DESCRIPTION

Position Title and Program Designation:	Intensive Housing Support Worker, Housing Program
Status:	Full Time, Fixed Term Contract
Contract Dates:	Start date to be negotiated, contract end date the 30 June 2023
Work Hours:	75 hours per fortnight
Pay Award and Classification:	SCHCADS Award Level 5

Although there is some flexibility in working hours, it is expected that as far as possible this position is worked 7.5 hours per day, 10 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 the employee's needs, 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

This position is funded through the Immediate Housing Response to Families funding and is contingent on recurrent funding being provided by the Department of Communities, Housing and Digital Economy. Should funding be discontinued employees of the service will be advised with as much notice as possible and obligations under the relevant Award/Agreement/legislation fulfilled.

REPORTING AND ACCOUNTABILITY

This position is directly accountable to the Team Leader, Housing Program, and indirectly to the Manager and 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.

HOUSING PROGRAM TEAM OBJECTIVE

The Intensive Housing Support Worker will work collaboratively and supportively within the 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, aged 16 to 25 years. 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

The Intensive Housing Support Worker is responsible for providing support to young women who are pregnant or parenting and are homeless or at risk of homelessness, including information provision, brief crisis intervention, referral, support, and assessment for Queensland Homelessness Information Platform (QHIP). This position will provide a high standard of service delivery to homeless young women with a focus on ethical, respectful, culturally competent, and client centred practice; confidentiality; accountability and transparency; and record keeping, data collection, and reporting.

The Intensive Housing Support Worker is also responsible for the provision of mobile and case management support to young-women/families. The Intensive Housing Support Worker will utilise collaborative approaches to improve outcomes for young women/families who are at high risk of entering homelessness and to support young women to obtain and/or sustain housing tenancies whilst being sensitive to the range of experiences and factors associated with young women and homelessness.

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. This involves a commitment to:

- utilising feminist and social justice principles in practice;
- working within a self-management framework;
- actively contributing to teamwork and team care;
- utilising collaborative decision making processes, which requires a high degree of participation, communication, and personal responsibility; and
- utilising consultative and transparent processes.

PRIMARY DUTIES:

1. Provision of information, support, and referral to young women who contact Zig Zag experiencing homeless or at risk of homelessness, including formal referrals via the Queensland Homelessness Information Platform (QHIP):

- General assessment and referral to relevant services where appropriate.
- Formal QHIP assessment and relevant referral/s undertaken with young women.
- Follow up support and advocacy with young women who are experiencing homelessness.
- Maintaining accurate notes on the SHIP database and QHIP relating to client assessment and referral, and property vacancy management.

2. Provision of mobile and case management support to young parenting women/families to assist them to obtain and/or sustain a housing tenancy:

- Undertake assessment of young women/families' support needs.
- Create support plans to achieve sustaining tenancy goals in collaboration with young women, and regularly review and adapt these in relation to the young woman's support needs.
- Undertaking face-to-face, time-limited case management services with young women for whom added support is required to access homelessness services.
- Provide accessible, flexible, and responsive mobile support services to assist young women in their own homes, in temporary living situations (e.g. couch surfing), in other supported accommodation, in a community setting, or public space (e.g. sleeping rough) to support young women to gain and/or sustain a tenancy.

3. Provision of educational and therapeutic group work activities to young women to provide support around key issues identified within the Housing Program.

- Work collaboratively in the development and delivery of group work activities, community education, and/or social action projects that support the objectives of the Housing Program, and as negotiated with the Housing Program team and Manager.
- Implement evaluation processes for all group work activities undertaken and monitor soft outcomes and client feedback in the development of future service delivery.
- Design and develop innovative, user-friendly information resources for young women.

4. Utilise collaborative approaches to improve outcomes for young women, young parenting women, and any accompanying children who are experiencing homelessness and/or at risk of re-entering homelessness:

- Liaise, consult, and develop strategic links with other service providers in order to provide collaborative support to young women to sustain their tenancies.
- Provide information, referral services, and assistance to young women to access material resources, financial assistance, or other essential services when appropriate.

5. 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 Housing Program team and the wider staff team. The Intensive Housing Support Worker requires a high degree of skill in collaborative decision making and will be accountable to the relevant teams for decisions made. 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 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 at Zig Zag

- Prioritise participation in staff meetings and whole of staff group supervision.
- Active participation 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 as resources allow and if requested.
- Participate in organisational planning, review, and evaluation, including strategic and operational planning.
- 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:

- Active participation in team decision-making processes including Program team meetings and team group supervision sessions where appropriate, and as negotiated with the Team Leader.
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of ethical practice;
- Contribution to the review and development of policies and procedures directly related to the service delivery functions where appropriate.
- Developing and maintaining collaborative, respectful and purposeful relationships with other organisations and workers across the sector.
- Active embracement of a team culture that is supportive, accountable, transparent and self-reflective, and that supports a high level of communication and ethical practice.
- Attendance at relevant training as negotiated within the Intake team and Team Leader.
- Participation in the documentation and evaluation of programs and/or activities delivered by Zig Zag.
- Collection of relevant reporting data for the funding body and contribution to other reporting requirements including monthly reports to Management Committee and input into Zig Zag's Annual Report.
- Undertaking administrative and accountability responsibilities relevant to your role within the organisation.
- Participation in relevant sector forums and networks.

ESSENTIAL REQUIREMENTS

1. Bachelor level qualifications in Social Work, Psychology, or the Social and Behavioural Sciences. Post-graduate qualifications will also be highly regarded.
2. Minimum two years' experience in the provision of case management support in homelessness, youth or women's sectors.
3. Current 'C' class driver's license.
4. Possession of a current *Working with Children Blue Card*.
5. Sound level of computer literacy, including working knowledge of standard Microsoft Office 365 programs, namely Word and Outlook.

KEY SELECTION CRITERIA

1. Demonstrate your experience in the provision of complex case management, mobile support, and advocacy techniques and strategies, particularly in relation to young women's experience of homelessness.
2. Describe your understanding of issues impacting young parenting women, particularly young Aboriginal and Torres Strait Islander women, young women from culturally and linguistically diverse backgrounds, young women with disabilities, and young people identifying as LGBTQ+ and skills in effectively supporting these families.
3. Demonstrate your knowledge of, and experience in, the development, facilitation, documentation, and evaluation of therapeutic group processes and community education activities with women/young people.
4. Describe your commitment to work within Zig Zag's stated aims and values, including an understanding of intersectional feminist and social justice principles as they relate to practice and approach.
5. Demonstrate your knowledge of the youth homelessness and social housing sectors in Queensland.
6. Demonstrated high level of interpersonal communication skills, including a commitment to self-reflective practices, and collaborative team decision making processes. Provide examples of how you have worked effectively and efficiently as an autonomous worker, and as part of a team, in a complex environment.