



ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC

Housing Support Worker

POSITION DESCRIPTION

Position Title and Program Designation:	Housing Support Worker, Housing Program
Status:	Part time, fixed term
Work Hours:	48 hours per fortnight
Pay Award and Classification:	SCHCADS 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 8 hours per day, 6 days per fortnight covering the service hours of 9.00am – 5.00pm Monday to Friday. Specific start and finish times and workdays will be negotiated with the CEO with reference to your own 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 CEO and/or Management Committee.

FUNDING

This position is contingent on recurrent funding from the Queensland Department of Housing and Public Works. 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 CEO 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.

HOUSING PROGRAM TEAM OBJECTIVE

The 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 and gender diverse young people experiencing homelessness or who are at risk of homelessness, including young pregnant and/or parenting young women. The Housing Program team achieves this through the provision of supported accommodation, outreach and mobile support, advocacy, information and referral, planned support (case management) and support coordination, property

and tenancy management, community networking and awareness-raising activities and collaborative projects.

POSITION OBJECTIVE

The Housing Support Worker is responsible for providing support to young women and gender diverse young people who are homeless or at risk of homelessness, including information provision, brief planned support, advocacy and assessment and referral. This position will provide a high standard of service delivery to young people experiencing housing injustice with a focus on ethical, respectful, culturally competent, and person-centred practice; confidentiality; accountability and transparency; and record keeping, data collection, and reporting.

The Housing Support Worker is responsible for the provision of practical and planned support to young women and gender diverse young people within the community and Zig Zag's supported accommodation and during their transition to independent housing. The Housing Support Worker will utilise collaborative approaches to improve outcomes for young people who are at high risk of re-entering homelessness and to support young people to obtain and/or sustain housing tenancies whilst being sensitive to the range of experiences and factors associated with young people 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 people experiencing homelessness or who are at risk of homelessness, including responding to incoming referrals and enquiries from the Zig Zag Intake team and via the Queensland Homelessness Information Platform (QHIP) when a Zig Zag vacancy is available:**
 - General assessment and referral to relevant services where appropriate, including conducting thorough risk and safety assessments.
 - Working in collaboration with the Zig Zag Intake team to support young people who are experiencing immediate homelessness and/or housing instability.

- Formal QHIP assessment and relevant referral/s undertaken with young women and gender diverse young people.
 - Follow-up support and advocacy with young people who are experiencing homelessness.
 - Maintain accurate notes on the SRS database and QHIP relating to client assessment and referral, and property vacancy management.
- 2. Provision of immediate, crisis or brief practical and planned supports to young women and gender diverse young people experiencing homelessness through Zig Zag's Centre-based Support program:**
- Provide responsive, flexible and brief planned support to young people experiencing complex challenges and barriers relating to their experience of homelessness.
 - Supporting warm referrals to other appropriate services
 - Provide flexible, practical support and brief planned support services to young people with high needs for whom added support is required to access homelessness services and achieve stable long-term housing.
- 3. Provide practical and planned support to young people within Zig Zag's Supported Accommodation Program:**
- Use a relational youth-focused approach to provide flexible, person-centred support services to young people and their accompanying children.
 - Undertake a collaborative assessment of young people and their accompanying children's support and safety needs throughout their tenancy and as they transition from Zig Zag Supported Accommodation Program to independent housing.
 - Create support plans in collaboration with young people and their accompanying children, and regularly review these in relation to the young people's support needs.
- 4. Utilise collaborative approaches to improve outcomes for young single women and young parenting women and their 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 sustain tenancies when appropriate.
 - Provide information, referral services, and assistance to young women to access material resources, financial assistance, or other essential services when appropriate.
 - Work collaboratively in the development and implementation of time limited group programs, community education or social action projects as negotiated with the Housing team and Team Leader, Housing Program.

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 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 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 CEO 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 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 Housing 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 planned support (case management), support coordination 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.