



ZIG ZAG YOUNG WOMEN'S RESOURCE CENTRE INC

Support and Advocacy Worker

POSITION DESCRIPTION

Position Title and Program Designation:	Support and Advocacy Worker, Housing Program
Status:	Permanent Part Time
Work Hours:	64 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 8 hours per day, 8 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 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 CEO and/or Management Committee.

FUNDING

This position is contingent on recurrent funding being provided by the Queensland Department of Housing. 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 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 Support and Advocacy Worker will work collaboratively and supportively within the Housing Program team in the effective delivery of high-quality support services to young women and gender diverse people who are experiencing housing injustice and insecurity, including young pregnant and/or parenting young people. The Housing Program achieves this through the provision of supported accommodation, mobile support and outreach, information and referral, advocacy, planned support (case management), property and tenancy management, community networking and awareness-raising activities, and collaborative projects.

POSITION OBJECTIVE

The Support and Advocacy Worker is responsible for providing support to young people experiencing housing injustice and insecurity, including holistic planned support and advocacy, crisis response and safety and risk assessment, information and warm referral, groups and activities and networking and community engagement. This position will provide a high standard of service delivery to young women and gender diverse people with a focus on ethical, respectful, culturally competent, and person centred practice; confidentiality; accountability and transparency; and record keeping, data collection, and reporting.

The Support and Advocacy Worker will utilise collaborative approaches to improve outcomes for young women and gender diverse people who are at high risk of becoming unhoused 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 intersectional 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 and gender diverse people experiencing housing injustice and insecurity, including responding to incoming referrals and enquiries from the Zig Zag Intake team.**
 - General assessment and warm 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 insecurity.
 - Follow-up support and advocacy with young people who are experiencing any form of housing injustice.
 - Maintain accurate notes on the SRS database and QHIP relating to client assessment and referral, and property vacancy management.
- 2. Provision of planned support to young women and gender diverse people within Zig Zag's supported accommodation program:**
 - Use a relational, young person focused approach to provide flexible and holistic support services to young people and their accompanying children.

- Undertake ongoing collaborative assessment of young people and their accompanying children's support and safety needs throughout their tenancy and as they transition from Zig Zag's supported accommodation program to longer term housing.
 - Create support plans in collaboration with young people and regularly review these in relation to changing support needs.
 - Work collaboratively with the Zig Zag Tenancy Worker to support young people to build their tenancy and day to day living skills.
- 3. Provision of mobile and planned support to young women and gender diverse people to assist them to obtain and/or sustain a housing tenancy, and also address other identified support needs.**
- Strong focus on relational practice and building foundation of trust and rapport with young people.
 - Undertake ongoing assessment of young people's support needs.
 - Create support plans in collaboration with young people, and regularly review and adapt these in relation to the young person's support needs. This can include goals relating to pregnancy and parenting, substance use, mental health, legal matters, financial stability, training and employment and domestic, family and sexual violence.
 - Support young people to advocate and navigate through complex and oppressive systems.
 - Provide accessible, flexible, and responsive mobile support services to assist young people 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 people to gain and/or sustain a tenancy.
- 4. Provision of group work activities to young women and gender diverse people to provide support around key themes and issues identified within the Housing Program and by young people:**
- 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 CEO.
 - Implement evaluation processes for all group work activities undertaken and monitor soft outcomes and young people's feedback in the development of future service delivery.
 - Design and develop innovative, user-friendly information resources for young people.
- 5. Utilise collaborative approaches to improve outcomes for young women and gender diverse people and any accompanying children who are experiencing housing injustice and insecurity.**
- Liaise, consult, and develop strategic links with other service providers in order to provide collaborative support to young people to meet their planned support goals.

- Provide information, referral services, and assistance to young people to access appropriate supports in the community.
- Participate in sector networking and partnership activities.

6. 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 Support and Advocacy 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 Support and Advocacy 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 Support and Advocacy 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 and/or other relevant experience.
2. Minimum two years' experience in the provision of case management support in homelessness, youth or women's sectors.
3. Current driver's license.
4. Possession or ability to obtain 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. 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.
2. Demonstrate your experience in the provision of complex case management, mobile support, and advocacy techniques and strategies, particularly in relation to young women and gender diverse young people's experience of homelessness and housing insecurity.
3. Describe your understanding of issues impacting young parenting women and gender diverse people, particularly young Aboriginal and Torres Strait Islander people, young people from culturally and linguistically diverse backgrounds, young people with disabilities, and young people identifying as LGBTQ+ and skills in effectively supporting these families.
4. Demonstrate your knowledge of, and experience in, the development, facilitation, documentation, and evaluation of group processes and community education activities with young women and gender diverse people.

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.