

rebuilding lives

huttST
CENTRE

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Position description	
Position title:	Intensive Tenancy Support Officer - CEARS
Business unit/Department:	Client Services
Type of employment:	<input type="checkbox"/> Full-time
Effective date:	Asap to 30 June 2021
Remuneration:	Crisis Accommodation Level 1
Probationary period:	
Responsibilities	
Purpose:	The Intensive Tenancy Support Officer - CEARS will provide tenancy support to people who have recently moved from CEARS motel accommodation to homes in the community. You will ensure that clients are supported to be independent and receive the support they need to sustain their tenancies and live a healthy, active and fulfilling life. You will have a person centred approach, working in partnership with clients to achieve their personal goals, independence and social inclusion.
Our Purpose:	We are a place of hope and opportunity, helping people facing homelessness to rebuild their lives, with care and without judgement.

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<p>Key Responsibilities:</p>	<ul style="list-style-type: none">• Working closely with the CEARS team and case managers to support clients to meet personal goals and sustainable housing outcomes• Working closely with the CEARS team and case managers to identify independent living needs and monitor the impact of health, social and independence needs that might impact on the person's tenancy• Supporting clients to achieve sustainable housing outcomes and the provision of short and medium term interventions focussing on community connections, in home support, skills building and safety• Working closely with case managers to formulate care, implement and review risk management plans and organise activities to address housing, health, independent living and social needs.• Encourage collaborative working relationships with Hutt St Centre programs and community groups to enhance client access to health, social, recreational and occupational services• Collect appropriate statistical data for contribution to research, needs assessment and data analysis.• Maintain high standards of reporting by ensuring case notes and outcomes data is entered on to the database on time• Contribute to the development and achievement of team and organisational goals by participating in team meetings, program planning, client reviews and outcome evaluations• Provide advice and support to CEARS case managers ensuring that support offered is monitored and client needs are met according to the support plan• Ensure stringent confidential and accurate client files are kept, stored and transported, ensure all client information is recorded and processed within a timely fashion• Ensure clients maintain their links to relevant HSC programs, outreach services and community agencies as required• Identify risks and hazards and implement strategies to ensure your own health, safety and wellbeing, including undertaking
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Position description	
	<p>risk assessments, participating in one to one supervision and completion of incident reports</p> <ul style="list-style-type: none">• Take reasonable care of your health and safety and the health, safety and wellbeing of others including clients, volunteers and other team members
Reporting relationships:	Senior Case Manager – CEARS

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Qualifications	
Education/Qualifications	Certificate III in Community Services, Mental Health or Disability A valid, current driver's licence National Police Clearance and DHS Working with Children Check
Knowledge and skills	
Essential knowledge, skills, experience	<ul style="list-style-type: none">• Experience in supporting clients to meet personal goals• Ability to work positively and effectively with clients, staff and volunteers• Demonstrated empathy and the ability to sensitively build confidential and constructive relationships with a diverse range of marginalised and highly vulnerable people• Knowledge of the particular needs of the homeless population including housing, community support, mental health issues, chronic health issues, drug and alcohol misuse, financial stress and grief and loss issues• Demonstrated ability to manage a complex individual timetable of support• Ability to contribute to a team environment, work autonomously to meet deadlines and display flexibility in response to changing priorities• Sound level of written and verbal communication skills and interpersonal skills including the ability to liaise, negotiate, advocate and resolve conflicts• Experience in and understanding of outreach service provision in health and community services
Desirable knowledge, skills, experience	<ul style="list-style-type: none">• Demonstrated working knowledge of homelessness or previous experience within a homelessness agency