



Housing for the Aged Action Group

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POSITION DESCRIPTION

Position Title:	Intake & Referral Worker
Classification:	Social and Community Services Employee level 5 (SACS level 5, pay point 3) of the SCHCADS Award. Pay rate & conditions HAAG Enterprise Agreement. Salary packaging available.
Terms:	12-month fixed term until June 30, 2026
Accountability:	Client Services Manager
Hours:	26.6 hours per week - 0.7 EFT
Funding:	Victorian Department of Families, Fairness and Housing (DFFH) and the Commonwealth Government's Care Finder Program delivered through Primary Health Networks

HOUSING FOR THE AGED ACTION GROUP OVERVIEW

Housing for the Aged Action Group is a member-based, community organisation specialising in the housing needs of older people. The organisation was formed over 30 years ago and today has over 700 members that actively campaign for housing justice.

Our Services: Home at Last

Home at Last is a unique specialist housing service for older people, providing information, support, advice, and advocacy. This includes:

- State-wide Information and Referral – providing support to over 1000 older people a year about their housing options, referrals to housing support and other services.
- Housing Support – a service for people on low incomes who are homeless or at risk of homelessness, to assist them into long-term affordable housing (mainly social housing). This includes assistance with housing applications, support during the move, establishing a new home, and referrals into aged care and other supports
- Retirement Housing advice and advocacy – specialist information, support and advocacy for people interested in, or living in, retirement housing. This includes lower cost retirement villages, residential parks, rental villages, and caravan parks.
- Care Finder – information, intensive support for people who need it, to access aged care and other services, targeting older people with “special needs”.

Our services are funded through the Victorian Department of Families, Fairness and Housing, Consumer Affairs Victoria, and the Commonwealth Government's Care Finder Program delivered through Primary Health Networks.

POSITION DETAILS

The Intake and Referral worker position sits within the Housing Support & Care Finder team. The position provides comprehensive telephone and in-person assistance for vulnerable older people on low income who are in insecure housing or who are experiencing homelessness and/or require assistance to access aged care services and other support services

Statement of roles

Information, Referral, and Initial Assessment

- Provide information, warm referrals and advice to older people experiencing housing stress
- Provide clear and accurate information about housing options,
- Provide clear and accurate information to assist people to access secure long-term housing
- Undertake initial assessment of client housing and support requirements, where appropriate
- Provide referrals to appropriate housing, aged or community care organisations in the person's geographical area
- Monitor clients referred to HAL outreach support, providing appropriate phone-based interim response as needed, until a support worker is allocated
- Liaise with multiple service providers to ensure client needs are met in line with the organisation/service aims and objectives
- Liaise with HAL's regional Housing Support workers to assist with coordination of region-specific referrals
- Liaise with HAL Care Finder team and with external Care Finder providers to assist with coordination of referrals to the Care Finder program
- Maintain case files, documentation, and data entry in the client management system (SRS/SHIP) in line with reporting requirements and program objectives including timely recording of client information, case notes, referrals, and all required data entry

Contribution to Program and Service Development

- Contribute to policy development, working groups and specific task groups as required
- Contribute to the ongoing development of the Housing Support program including participating in the development of procedures, planning, and reviewing of client services
- In conjunction with the Community Education team, promote HAAG/HAL services through community education events
- Identify and research opportunities to improve systems, structures, and standards of practice
- Assist in the planning, implementation and evaluation of innovative programs designed to meet the identified needs of the target group

Accountability

Directly reports to the Client Services Manager

- Works collaboratively with HAAG staff, including the HAAG Executive Officer, the Community Engagement and Retirement Housing teams and other HAAG workers.
- Provide regular verbal and written reports on work progress to the Client Services Manager
- With Client Services Manager, establish and co-ordinate a work plan with specified service targets and measurable outcomes
- Attend all-worker meetings, team meetings and regular supervision meetings

Reports to:	Key Internal Stakeholders	Key External Stakeholders
HAAG Client Services Manager	Housing Support workers and care finder workers	Housing and homelessness services
	HAAG Executive Officer	Primary Health Networks
	Retirement Housing and tenancy workers	
	HAAG Early Intervention workers	

Housing Support Team Responsibilities

- Treat team members with respect, honesty, and dignity
- Display a co-operative spirit within the team
- Take responsibility for contributing to the success of the team
- Work with other team members to generate innovative solutions to obstacles
- Share information and resources to ensure all team members have equal opportunity to information and resources
- Take action to promote a positive team environment
- Assist other team members when they need assistance

Organisational Support

All HAAG employees are expected to contribute to the ongoing development of HAAG. This includes

- Provide support and assistance to HAAG members and volunteers
- Contribute to HAAG events including General Meetings, the AGM, forums, and special events, Newsletters and other publications
- Other tasks as required

KEY SELECTION CRITERIA

Essential

- Tertiary degree in Social Work or related discipline or significant industry experience
- Knowledge of, and empathy with, the needs of vulnerable older people
- Knowledge of the Victorian social housing sector (public and community housing) and the broader community services sector including homelessness assistance, aged care, and family violence service systems
- Experience as an intake worker, case worker or similar support role assisting clients
- Strong written, verbal, in-person, and online communication skills
- Able to demonstrate a commitment to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their background, ability, ethnicity, gender identity, sexual orientation, or religion.
- Demonstrated skills in networking, liaison and the development and maintenance of referral pathways with relevant service providers and users
- Flexible, cooperative, and constructive approach to service provision in a constantly changing environment
- High level problem-solving skills
- High level time management skills
- High degree of independence, flexibility, and adaptability; responsive to changing needs
- High level computer literacy
- Working with Children Check
- Willingness to undergo a National Police Check

Desirable

- Experience in working with older people especially with older people experiencing housing difficulty
- Knowledge, understanding and experience of the aged care sector and the My Aged Care service system
- Experience of working for a community member-based organisation
- Ability to work with a diverse range of people
- Experience using the Specialist Homelessness Information Platform (SHIP) or other client management database
- Speaking a language other than English
- Current Victorian Driver's License preferred but not essential

Applicants from Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse communities or Lesbian, Gay, Transgender, Bisexual, Intersex communities are encouraged to apply.

Flexibility to work from home requirements

Our preference is for intake workers to work from the office, however, there is the opportunity to work flexibly from home, with the following requirements:

- Access to a reliable internet connection, own computer with appropriate security provisions and a suitable working space compliant with OH&S provisions
- Ability to manage competently and confidently working with information technology to successfully work from home: remote desktop, remote meeting applications (primarily zoom and Microsoft Teams), email, and mobile phone.
- Able to coordinate remotely with other team members and clients to manage phone responses, messages, referrals, and support

For more information, please contact Fiona York Fiona.york@oldertenants.org.au