



Housing for the Aged Action Group

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A0017107L

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Home at Last service: 1300 765 178

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POSITION DESCRIPTION

Position Title:	Participation and Early Intervention worker
Classification:	Social and Community Service Worker, Community Development Workers Award 11(b) Year 5.3, of the SCHADS Award. Salary packaging may also be available
Terms:	6-month (maternity leave position), with the possibility of extension
Accountability:	To the Executive Officer
Hours:	4 days per week (0.8 EFT)
Funding:	Department of Health (Commonwealth)

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 just over 30 years ago and today has over 400 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 1,000 older people a year about their housing options, referrals to housing support and other services.
- Support with Housing, Relocation and Linkages – a service for low income people who are homeless or at risk of homeless, 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. We house over 100 people a year, 60% of them women.
- 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.
- Aged Care Service Navigation – assistance to register for aged care services

Our service is funded through the Commonwealth Home Support Program's Assistance with Care and Housing and Aged Care Service Navigator pilot project, the Victorian Department of Health and Human Services, and Consumer Affairs Victoria.

Participation and Early Intervention

HAAG has a long history of being a member-led organisation, and currently has a number of ways in which older people participate and lead our advocacy work towards housing justice. We have three reference groups – Culturally and Linguistically Diverse (CALD), Retirement Accommodation and the National Alliance of Seniors Housing (NASH) – who are supported by staff. In addition, we have a successful community education program where bilingual and peer educators are supported to deliver information to groups of older people who may be at risk of homelessness, as part of our early intervention approach. Our strategic plan has a focus on ensuring our organisation stays true to its heritage and continues to be informed by the voices of older people, particularly those with a lived experience of homelessness. We strive to involve former clients of the housing service to join our organisation once they are securely housed, to advocate for systemic change.

Position Details:

The aim of the role is to develop, consolidate and document the ways that older people participate in our organisation. This includes our volunteer programs, our working groups, our member recruitment and the peer educator training and program development. The position will work closely with the existing staff group coordinators, and will be informed by best practice from other organisations, as well as HAAG's experience in this area. The role consolidates a maternity leave position and a new position, funded through philanthropy.

Statement of roles

1. Develop HAAG's participation and lived experience strategy, including associated policies and procedures, via consultation with existing reference groups, utilising the advice and resources of relevant external stakeholders and ensuring opportunities for inclusion of lived experience continue to be embedded in HAAG's ways of working.
2. Improve and develop HAAG's volunteer program, including recruitment, screening, induction and supervision processes, and ensure that consistent processes are applied across the organisation
3. Strive to increase membership of the organisation of people with a lived experience of homelessness, through engagement of former service users
4. Develop HAAG's peer education program, including
 - development of training modules based on existing work
 - recruit additional peer educators and deliver training
 - Support delivery of community education by peer educators, including volunteer supervision, bookings, evaluation, reimbursement
 - Work with EO and Digital Communications worker to oversee media opportunities for peer educators
5. Support the CALD Reference Group and delivery of Bilingual Community Education
 - Provide secretariat support the CALD Reference Group
 - Oversee the delivery of bilingual community education, working closely with the Service Navigator coordinators
6. Other
 - Work collaboratively with NASH and Retirement Accommodation Action Group coordinators to ensure HAAG's participation and lived experience strategy is informed by and applicable to these groups

- Provide support to NASH and the Retirement Accommodation Action Group, as required
- Provide support to the HAAG national project in the roll out of the Senior's Housing Gateway, as required
- Work collaboratively and coordinate with other internal stakeholders, including the Quality and Business Support worker and the Service Navigator Information Hub Coordinator, to ensure clear delineation and effective delivery of respective tasks

Accountability

Directly reports to the Executive Officer

- Work collaboratively with staff group coordinators, including the National Project worker
- Meet regularly with the HAAG Executive Officer, staff, HAAG management committee where required and attend other meetings relevant to HAAG
- Provide regular verbal and written reports on work progress
- Attend team meetings, staff meetings and supervision

Reports to:	Internal Stakeholders	External Stakeholders
Executive Officer	NASH coordinator	National project partners
	ASCN coordinator	Melbourne Women's Fund
	National Project worker	Ethno-specific organisations
	RAAG coordinator	

Key Selection Criteria:

- Experience in community development, community participation and/or volunteer management, including small group facilitation (potentially in an online environment)
- Cert IV Workplace Training and Assessment, or equivalent experience in delivering and developing training
- Project management skills, including managing project deliverables and a small budget
- Strong time management skills
- Experience in program development and delivery
- Empathy and understanding of the needs of older people, especially those with a lived experience of homelessness or housing stress
- Experience working with people from a culturally and linguistically diverse background, including working with interpreters
- Experience working for a community-based organisation
- Current Victorian driver's license preferred but not essential

For more information please contact Fiona York, Executive Officer on 0449554142

Applications addressing the key selection criteria can be sent to fiona.york@oldertenants.org.au