



Housing for the Aged Action Group
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POSITION DESCRIPTION

Position Title:	Regional Housing Support worker
Classification:	HAAG Enterprise Bargaining Agreement. Salary packaging is available.
Terms:	Contract to 31 Aug 2022 (with possible extension)
Location:	Shepparton/ Hume and Goulburn Valley Region, Victoria
Accountability:	To Client Services Manager
Hours:	3 days per week (0.6 EFT)
Funding:	Ian Rollo Currie Estate Foundation (philanthropy)

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 500 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.
- Housing Support – a service for low income people 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. 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 services are funded through the Commonwealth Home Support Program's Assistance with Care and Housing and Aged Care Service Navigator pilot project, the Victorian Department of Families, Fairness and Housing (DFFH), and Consumer Affairs Victoria.

HAAG has received funding from Ian Rollo Currie Estate Foundation for an 18-month pilot project to expand delivery of our Home at Last service in the Shepparton/ Hume and Goulburn Valley Region to:

- Build a deep understanding of the context of the problem and opportunities in the region
- Support sector capacity through professional education and network development.
- Influence the wider system (government, media etc) through housing advocacy with people with lived experience.
- Empower older people to make informed choices about their housing future through early intervention programs.
- Secure appropriate and affordable housing for people older people in crisis.

In addition to this role, we will be recruiting a full-time Regional Community Engagement worker for the pilot project. We are hopeful of receiving further funding beyond the pilot to provide for ongoing delivery of the Home at Last service in the Shepparton/Goulburn region.

The role

The aim of this role is effective delivery of housing support in Shepparton/Goulburn region. Key areas of focus include: provision of information, referral and, where appropriate, initial assessment of housing needs; and, outreach housing support. This role involves considerable time on the road. It sits within HAAG Housing Support team working closely with other team members and the wider organisation but will largely operate independently building relationships and connecting with people and organisations in the Shepparton/ Hume and Goulburn Valley Region.

Statement of roles

1. Information, Referral and Initial Assessment:
 - Provide in-person information, warm referrals and advice to older people experiencing housing stress
 - Dissemination of information about housing options
 - Provide information to assist people to access secure long-term housing

- Undertake initial assessment of client housing and support requirements, where appropriate
 - Liaise with multiple service providers to ensure client needs are met in line with the organisation/service aims and objectives
 - Deliver a high level of knowledge and skills in the identified area of speciality
2. Outreach housing support
 - Case management of clients including: assisting clients to identify their individual housing, care and other needs by linking clients to suitable care options; developing a care plan with the client that includes possible care and housing options; assisting clients to complete all necessary paper work to secure housing; referring clients to appropriate aged care assessments, health, social or other services as required; supporting clients with assistance to find and maintain accommodation, including removalists, financial or legal assistance, maintenance; linking clients to other relevant services including social supports; monitoring and reviewing the appropriateness of care plans regularly with clients, and as appropriate, with other providers.
 - Establish and review, in co-operation with other agencies, appropriate referral, case management and support planning protocols which recognise the particular nature of the target group.
 - Undertake service development and other activities, as appropriate, which promote the particular needs of the target group.
 - Maintain regular contact with agencies providing support to members of the target group.
 - Work closely with other HAAG workers to provide services as appropriate
 3. Maintain appropriate service standards in all interactions with clients and other service providers including confidentiality, consent, information, quality, client dignity and cultural awareness standards.
 4. Collect data and report on housing support activities in the Shepparton/Goulburn region consistent with the pilot project's Monitoring, Evaluation and Learning (MEL) Framework.
 5. Support overall delivery of the pilot project by:
 - Building a deep understanding of the context of the problem and opportunities in the region.
 - Contribute to ongoing development of the Housing Support service including participating in development of procedures, planning and reviewing of client services, where applicable.
 - Developing positive working relationships and work collaboratively with other stakeholders.

Accountability

Directly reports to the HAAG Client Services Manager

- Works collaboratively with HAAG staff, including the HAAG Executive Officer, the Community Engagement team and other HAAG workers
- Provide regular verbal and written reports on work progress
- Attend team and staff meetings, where possible

Reports to:	Key Internal Stakeholders	Key External Stakeholders
HAAG Client Services Manager	HAAG Regional Housing Support worker	Beyond Housing
	HAAG Intake and Housing Support teams	The Salvation Army
	HAAG Executive Officer	Shepparton Council Access and Support worker
	HAAG Manager, National Advocacy and Community Engagement	Wintringham
	Community Engagement and Early Intervention and Prevention workers	GV Health/ACAS
	HAAG Retirement Housing team	Rumbalara

Key Selection Criteria:

- Knowledge of the social and affordable housing sector, ideally including the sector in the Shepparton/ Hume and Goulburn Valley Region
- Experience as a case worker assisting clients to manage problems
- Demonstrated skills in networking, liaison and the development and maintenance of strong links with relevant service providers and users
- Empathy and understanding of the needs of older people, especially those with a lived experience of homelessness or housing stress
- Experience working for a community-based organisation
- Strong stakeholder management skills and an ability to work collaboratively with team members and sector stakeholders
- Strong communication skills; written, verbal and in-person and online facilitation
- High level time management skills
- High degree of independence, flexibility, and adaptability; responsive to changing needs
- High level computer literacy
- Current Victorian driver's license and willingness to travel

Highly regarded:

- Tertiary degree in social work or related qualifications