

# Support and Advocacy Worker

## Street to Home



### Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

### Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

### What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

### Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

### Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

### Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Position Overview

## Position Title

Support and Advocacy Worker

## Team

Street to Home – Sustaining Tenancies

## Reports to

Team Leader

## Line Manages

N/A

## Employment Status

Casual

## Hours of Work (per week)

TBC

## Classification/Award

Level 2 SCHADS

## Talkin

Service Coordinator

## Based at

Boundary Street, West End

## Backup when absent?

Street to Home Team

## Micah Projects – Street to Home

Street to Home provides support to individuals, couples and families experiencing chronic homelessness such as sleeping rough in public space or in cars move into long term housing with supports.

People continue to be trapped in a cycle of homelessness from emergency shelters to rough sleeping for years. Moving out of this cycle requires not only access to affordable and permanent housing but a process of integrating social supports and healthcare services. This enables and provides vulnerable people the best possible platform for a successful transition from homelessness to home.

Street to Home team embraces and applies a housing first framework by delivering an assertive outreach service to people who are sleeping rough in their homes and public space.

This service is funded and compliant with Queensland Government Specialist Homelessness Program Guidelines while extending to and supporting people with disability.

# Position Description

As a Support and Advocacy Worker you will...

be part of the STH team and you will be working with the Street to Home Team, responding to the broad needs of participants, so they may:

- Be safe and comfortable within their home.
- Access support, social and health services
- Empower and foster independence and interdependence through participation, and access to appropriate resources, opportunities, and services within the community.
- Build capabilities and understanding of participants.
- 

## Interactions and Relationships

### External

- Department of Housing
- Community
- Organisations Service Providers
- Service Users

### Internal

- Organisational Services
- Street to Home
- Other Micah teams

## Key Responsibilities

### Service Delivery

- » To provide assertive outreach to individuals and families.
- » Develop, implement, and review individual service or health care plans in line with the VI SPDAT assessment tool to resolve crisis and find solutions to the situation.
- » Work to refine and further develop observation and engagement skills required to understand the broader needs of participants.
- » Incorporate harm minimization approaches to behaviour.
- » Integrate health plans with the Inclusive Health team.
- » Work collaboratively with the team and other partnering teams and service providers to access services to meet the individual needs and requirements of the service user.
- » Work intensively with complex healthcare needs through advocacy to support the individual access housing, aged care, NDIS and specialist services as required and Collating health information to support applications.
- » Liaise and build mutually beneficial working relationships with both internal and external stakeholders.

- » Advocate on behalf or with people with governments departments, and community agencies to ensure access and provision of services.
- » Support people to develop self-advocacy skills.
- » Maintain culturally appropriate practices in delivering services.
- » Work within the assigned role for Support and Advocacy Workers and adopt a team managed approach to the work.

#### Data management

- » To use the tools and process developed for planned support and care-coordination.
- » Ensure that all case notes, plans, and associated correspondence are accurately documented and updated within a timely manner in ETO (Efforts to Outcome).
- » Ensure that data is collected and accurately recorded in accordance with the service agreement (DEX, AIHW and QHIP).

#### General

- » To participate in all supervision and professional development as requested and to provide input into individual professional development plans.
- » Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- » As directed by the team leader, support a set number of staff with professional development plans as their TALKIN Coach
- » File and archive documents.
- » Attend team meetings and other reasonable tasks as requested by the Team Leader
- » Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011

#### Quality System

- » Understand the relevance and importance of your activities and how they contribute to achieving the quality objectives.
- » Proactively work and operate within the organisation's quality system.
- » Understand and comply with the quality system, standards, and requirements of ISO9001 and HSQF
- » Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures.
- » Commitment to child and vulnerable adult safeguarding.
- » Perform other duties as assigned by Supervisors.
- » Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.

# Criteria and Conditions

<b>Criminal History Screening</b>	<input type="checkbox"/> National Police Certificate	<input checked="" type="checkbox"/> Blue Card		
	<input type="checkbox"/> Yellow Card	<input type="checkbox"/> APHRA Registration		
<b>Driver's License</b>	<input checked="" type="checkbox"/> Essential	<input type="checkbox"/> Desirable		
<b>Travel</b>	<input type="checkbox"/> Essential	<input type="checkbox"/> Desirable		
<b>Assets Provided</b>	<input type="checkbox"/> Work Computer	<input checked="" type="checkbox"/> Work Phone	<input checked="" type="checkbox"/> Pool Vehicle	<input type="checkbox"/> Packaged Vehicle

## Essential

- » Demonstrated engagement and interpersonal skills, through taking a non-judgemental approach when working with a diversity of people particularly those in crisis situations and who are homeless or at risk of homelessness.
- » Demonstrated ability to use effective communication skills both verbal and written - an ability to advocate with both community and government services, document information accurately and in a timely manner.
- » Demonstrated IT capability - experience in computer-based data management systems and Microsoft Office
- » Demonstrated ability and commitment to work collaboratively within a team and a willingness to follow direction and adapt where required, within the program guidelines.
- » Demonstrated knowledge or the capacity to acquire knowledge of a solution focused and problem-solving approach to crisis, planned support and advocacy.
- » Demonstrated understanding of gender and equality in the workplace and vulnerable and marginalised populations.
- » Demonstrated experience and knowledge of working with Aboriginal and Torres Strait Islander peoples, and people with a culturally and linguistically diverse background.
- » Demonstrated knowledge of disadvantage, poverty and homelessness in our community and an understanding of the Disability Royal Commission.
- » Demonstrated commitment to upholding child and vulnerable adult safeguarding principles.
- » Demonstrated knowledge and use of IT systems including personal information and case management systems, data collection, Microsoft products.
- » A positive attitude, and the ability to work flexibly and proactively in a team environment and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.
- » Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles in the workplace.

## Desirable

- Training in Motivational Interviewing.
- A commitment to social justice
- Human Services qualification
- Competence in prioritising and multitasking.
- Worked with people with a disability.

## General Conditions

- All employees are to exhibit the values of Micah Projects, as outlined in the Code of Conduct.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Elmo and Accentis.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

## Acknowledgement

**I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects**

**Employees Name** \_\_\_\_\_

**Signed** \_\_\_\_\_ **Date** \_\_\_\_\_