

Tenant Service Worker

Supportive Housing – Hope Street



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

Tenant Service Worker

Team

Supportive Housing – Hope Street

Reports to

Team Leader

Line Manages

n/a

Employment Status

Part Time

Hours of Work (per week)

24

Classification/Award

Level 2 SCHADS

Talkin

Team Leader

Based at

South Brisbane

Backup when absent?

Team

Supportive Housing – Hope Street

The Supportive Housing – Hope Street team are based at Brisbane Common Ground. Each element of Supportive Housing, from building to support service design, aims to create the greatest degree of empowerment and independence for people. Supportive Housing – Hope Street uses the Housing First model.

The purpose of the onsite support team is to:

- Enable tenants to sustain and maintain stable housing.
- Co-ordinate tenants needs and provide support as required.
- Assist tenants to set and achieve goals.
- Assist tenants to live independently and promote the development of support systems with tenants.

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Position Description

As a Tenant Service Worker you will...

Work as part of a multi-disciplinary and dynamic team to provide support to tenants of Brisbane Common Ground.

Interactions and Relationships

External

- Emergency services
- Stakeholders/visitors to BCG

Internal

- Organisational services
- Other Micah teams

Partnerships

- Common Ground Queensland

Key Responsibilities

- Provide support to tenants of Brisbane Common Ground as part of a multi-disciplinary team.
- Engage with tenants at Concierge, in common areas and in their units.
- Provide excellent customer service and problem solving in a high pressure environment.
- Accountability and responsibility for making sure that organisational data and records are accurate, consistent, and used in accordance with policies and procedures.
- Commitment to child and vulnerable adult safeguarding.
- Provide commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011.
- Commitment to working day, afternoon, evening and weekend shifts as part of a 24-hour roster.
- Liaise with Common Ground Queensland and other stakeholders as required.
- Managing self-care.
- And other duties as assigned by Supervisors

Key Challenges

- **Key Challenges of the role includes....**

While performing the duties of the role, you may be working with people with varying degrees of trauma and/or under the influence of substances which may result in signs and symptoms of frustration, distress, and elevated behaviour responses.

- Ability to negotiate with emotionally heightened people, using de-escalation skills.
- Exposure to distressing or sensitive information.
- Ability to navigate shiftwork.
- Ability to undertake physical activities involved in a community-based environment including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.
- Biological Hazards – contact with body fluids, bacteria, infectious diseases.

Criteria and Conditions

Criminal History Screening

- National Police Certificate
- Blue Card
- Yellow Card
- APHRA Registration

Driver's License

- Essential
- Desirable

Travel

Assets Provided

- Work Computer
- Work Phone
- Pool Vehicle
- Packaged Vehicle

Essential

- 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.

- Relevant certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- High level interpersonal skills.
- Demonstrated ability to support people from diverse backgrounds.
- Demonstrated ability to work unsupervised and demonstrate initiative.
- Demonstrated ability to manage organizational systems, procedures, and information technology.
- Excellent personal presentation and time management skills.
- Excellent written and oral communication skills.
- Current first aid certificate.

Desirable

- Previous history of employment in the social and community services sector.
- Previous or current study relating to the social and community services sector.

General Conditions

- All employees are to practice the values of Micah Projects, as outlined in the Code of Conduct.
- 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.
- All employees are to have valid working rights in Australia.
- 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, Quality, Human Resource, Finance, Data and Case Management Systems.
- 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 _____

Document History	Version Number	01
Original Date	Revised Date	September 2023