

Support and Advocacy Worker

Homelessness Hub



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.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. When facing challenging behaviour with participants, our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Support and Advocacy Worker

Team

Homelessness HUB

Reports to

Team Leader

Line Manages

N/A

Classification/Award

Level 4, SCHADS 2010

Talkin

Team Leader

Based at

162 Boundary Street, West End

Backup when absent?

Team

Home for Good Cluster

Home for Good works to find sustainable solutions for people who are homeless or for individuals, families and children who might become homeless without support. Located in inner-city Brisbane, a range of services are available for individuals and families including information, support, advocacy, health, recreational, and employment services.

These services are funded and compliant with Queensland Government Specialist Homelessness Program Guidelines.

Position Description

As a Support and Advocacy Worker, you will..

Work as part of Home for Good to provide centre based services, with outreach elements, through assessment, triage and prioritisation based on presenting needs of individuals and families who are experiencing homelessness or at risk of homelessness.

Key Responsibilities

Service Delivery

- Provide immediate assistance to individuals facing homelessness, facilitating crisis motel accommodation bookings and duration of stay.
- Prevent homelessness by offering financial aid and appropriate referrals to sustain tenancies.
- Coordinate referrals to specialised homelessness services offering accommodation and support.
- Conduct proactive outreach and engagement with families in motels, prioritizing housing pathways and support planning by undertaking needs triage tool AVATT.
- Ensure completion of housing application forms (Rent Connect or Social Housing) for each family.
- Assist individuals in communication with the Department of Housing to plan and facilitate moves into allocated housing.
- Provide In reach services for participants e.g. Local community centers, Murri Court, assistance with motel check ins.

Interagency Collaboration

- Partner with the Department of Housing to advance housing applications and monitor allocation progress.
- Collaborate with the Department of Child Safety on joint housing and safety plans.
- Assist women with safety planning and coordinate consultations with Domestic Violence services as needed.
- Maintain the "Know by Name List for Families" in conjunction with Brisbane Zero.
- Foster constructive relationships with motel owners, other IHRF providers, and specialised homelessness services offering support and accommodation.

Criteria and Conditions

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

Essential

- Relevant Human Services/Business/Administration certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Minimum Diploma in Community Services with experience, or Degree in Human Services/Social Work, or equivalent combination of experience, expertise, and competence.
- Demonstrated knowledge of trauma-informed practice and coordinated entry framework.
- Demonstrated knowledge of disadvantage, poverty, homelessness, and complexity in our community.
- Demonstrated experience and knowledge of working with Aboriginal and Torres Strait Islander peoples, and people with a culturally and linguistically diverse background.
- Demonstrated engagement and interpersonal skills particularly with those in crisis situations and who are homeless or at risk of homelessness, applying solution focused strategies in crisis support.
- Demonstrated ability to use effective communication skills, both verbal and written, including an ability to advocate with both community and government services, using a non-judgemental approach.
- Demonstrated case management skills (including the use of IT) in a fast paced, high-volume work environment including documenting assessment and implementing individual/family support plans.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction 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.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).

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** _____

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