

# Transport and Support 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.

# 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**

Transport and Support Worker

**Team**

Street to Home

**Reports to**

Service Coordinator

**Line Manages**

N/A

**Classification/Award**

Level 2.4, SCHADS

**Talkin**

Service Coordinator

**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 Transport and Support 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

#### Direct Engagement with Individuals and Families

- Provide support to participants that are presenting to Home for Good office.
- Transporting individuals and/or families to appointments, for eg. Rent Connect, Department of Housing and assisting when required with application processes, motel check ins etc.
- Assist with completing actions on ETO, involving phone calls to participants and external organisations to follow up on housing applications and any tenancy concerns.
- Answering and triaging phone calls appropriately.
- Complete, finalise and submit Housing applications and set follow up actions for applications requiring further information.
- Provide an immediate crisis response to incoming referrals and triage them appropriately.
- Work flexibly within Street to Home and Homelessness Hub office to cover lunch breaks and team meetings as required.
- Promote a culture of respect, safety, and trauma informed approaches.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Perform other relevant duties as assigned.

#### Data Management

- Privacy, complaints and confidentiality explained to people access services.
- Enter and process all data into appropriate systems accurately and on time according to the reporting requirements based on contractual agreements.

#### 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" in conjunction with Brisbane Zero.

# Criteria and Conditions

<b>Criminal History Screening</b>	<input checked="" type="checkbox"/> National Police Certificate	<input 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 checked="" type="checkbox"/> Essential	<input type="checkbox"/> Desirable
<b>Assets Provided</b>	<input checked="" type="checkbox"/> Work Computer	<input checked="" type="checkbox"/> Work Phone
	<input checked="" type="checkbox"/> Pool Vehicle	<input type="checkbox"/> Packaged Vehicle

## Essential

- Commitment to Social Justice
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Demonstrated commitment to cultural diversity and a working knowledge of equity and WHS principles.
- 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.

## 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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