

# Sustaining Tenancies 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

<b>Position Title</b> Sustaining Tenancies Worker	<b>Team</b> Street to Home – Sustaining Tenancies
<b>Reports to</b> Sustaining Tenancies Coordinator	<b>Line Manages</b> N/A
<b>Classification/Award</b> Level 4, SCHADS 2010	<b>Talkin</b> Sustaining Tenancies Coordinator
<b>Based at</b> West End	<b>Backup when absent?</b> 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 Sustaining Tenancies 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

- Promote a culture of respect, safety, and trauma informed approaches.
- 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.
- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist Team Leaders to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

#### Data Management

- Complete administration and data collection for reporting and updating the participant management systems.
- Maintain a high quality of work with individuals and families as evidenced by well documented case notes and support plans using the organisational database.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

#### Collaborative practice

- Work as a collaborative member of the multidisciplinary team, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.

- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.

#### Professional practice

- 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.
- Accountable and responsible for making sure that organizational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed upon evaluation processes.

## Criteria and Conditions

#### Criminal History Screening

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

#### Driver's License

- Essential
- Desirable

#### Travel

- Essential
- Desirable

#### Assets Provided

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

### Essential

- A commitment to the vision and mission of Micah Projects.
- Willingness to obtain a Diploma in Community Services, or Degree in Human Services/Social Work, or equivalent combination of experience, expertise, and competence.
- 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.
- Willingness to train and be trained in Micah Projects processes.
- Experience in people management, volunteering and leadership in community settings.
- Willingness to work with disadvantaged people in public spaces, including boarding houses and public spaces.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a tea 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, including First Nations People, and a working knowledge of equity and WHS principles in the workplace.

## 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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<b>Document History</b>		<b>Version Number</b>	01
<b>Original Date</b>	December 2023	<b>Revised Date</b>	May 2024

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