

Supportive Housing – Hope Street



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 inappropriate 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. 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

Tenant Service Worker

Team

Supportive Housing – Hope Street

Reports to

Team Leader

Line Manages

n/a

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.

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.

Stakeholder Engagement

External

- Emergency services
- Stakeholders/visitors to BCG

Internal

- Organisational services
- Other Micah teams

Partnerships

- Common Ground Queensland

Key Responsibilities

Service Delivery

- Promote a culture of respect, safety, and trauma informed approaches.
- Provide support to tenants of Brisbane Common Ground as part of a multi-disciplinary team
- Engage with tenant at Concierge, in common areas and in their units
- Provide excellent customer service and problem solve in a high pressure environment
- Commit to working day, afternoon, evening and weekend shifts as a part of a 24-hour roster
- Liase with Common ground Queensland and other stakeholders as required
- 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.

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

- 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** _____