POSITION DESCRIPTION: Housing Support Case Worker – Helping Hands

About Us

The Northern Rivers Community Gateway (The Community Gateway) is a non-profit registered charity formed in 1976. The Community Gateway provides welfare and capacity building programs for disadvantaged community members. Our services extend the Far North Coast, Mid North Coast, New England and across NSW. The Community Gateway operates with a Board of Governance responsible for setting strategic directions and a CEO with responsibility for Management of the organisation.

Our Vision

Many tracks, one road, sustaining community

Strategic Priorities

Strategic Investment  Innovation  Social Impact

Our values

Vision  Respect  Commitment  Integrity  Innovative

Our Practice Framework. The Community Gateway’s purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The Framework ensures that our practice is evidence based and is responsive to the needs of our communities enabling a positive and social impact.

The elements of our framework include:

• Creating social impact
• Designing our services
• Enhancing access
• Responding to need
• Delivering quality services
• Measuring outcomes
• Support our work
Our Programs

The Northern Rivers Community Gateway (The Community Gateway) delivers a range of programs funded recurrently through State and Commonwealth Government, fee for service and philanthropic grants.

Financial Inclusion

The Community Gateway delivers Financial Inclusion programs in outreach locations across the Far North Coast, such as NILS - **No Interest Loans, StepUp Loans, Budget Counselling, Financial Counselling** and Tax Help.

The state-wide NSW Financial Inclusion program aims to promote and support financial inclusion services throughout NSW. This program facilitates the NSW Financial Inclusion Network.

Homelessness Programs

The Community Gateway Helping Hands Program delivers case management services for Aboriginal people who are homeless or at risk of homelessness in partnership with the Far North Coast Aboriginal Alliance, and the Far North Coast Homelessness Alliance.

Trauma Counselling

The Child and Adolescent Trauma Counselling program provides counselling services for children and adolescents who have or are experiencing the impacts of trauma.

The Community Gateway’s Reaching out Sexual Assault Service program provides counselling services for adult survivors of sexual assault.

Community Hub

The Community Gateway operates a Community Hub and outreach services across the Far North Coast that provides direct welfare assistance. These services include: Intake and assessment, information and referral, showers for the homeless, washing machine and dryer, community pantry, street swags.

Emergency Relief

The Community Gateway’s First Step program is a lead agency for emergency relief across the Far North Coast. The First Step Emergency relief provides energy, food, fuel and pharmaceutical assistance. This program is delivered through the community hub, outreach locations in Casino and Kyogle and through community partners in Byron and Tweed Shires.

Volunteering

The volunteer resource centre provides recruitment and placement of volunteers. This program supports volunteering organisations.
through training and development to support best practice in volunteer management.

As part of The Community Gateway’s volunteer resource centre the Community Visitors scheme links volunteers with residents aged care facilities aimed at enriching the lives of the aged.

Rainbow Region Kids
RRK provides accredited before, after school care and vacation care programs. Developed with the ‘my time our place’ framework this program provides government subsided child care programs for school aged children.

Gambling Help
Warruwi Gambling Help program promotes responsible gambling within the Aboriginal community. The Northern Rivers Community Gateway is responsible for the delivery of the Warruwi program to Aboriginal communities located on the Far North Coast, Mid North Coast and New England areas.

Connecting Families
The Connecting Families program provides ongoing intensive case management, coordination, service support, counselling, and other provisions around the family to help establish a secure and stable platform from which to develop key relational and family functioning skills. The program adopts the Parents under Pressure curriculum, exploring key life areas relating to attachment and emotional management such as health and well-being, building support networks, parental identity, engaging children in play, mindful parenting, relational skills, and managing addictions.

Cart Cafe
A social enterprise that facilitates the social and economic improvement for disadvantaged and vulnerable members of our community. The coffee carts provide skill development and employment pathways for marginalized people.

Flourishing Families
The Community Gateway’s Flourishing Families Program aims to support families to improve the wellbeing of vulnerable children through case management, coordination and integration, service support, therapy, counselling and group programs.
### POSITION DETAILS

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Support worker – Helping Hands Program (HH)</th>
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<tbody>
<tr>
<td>Branch</td>
<td>Community Support Programs</td>
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<tr>
<td>Reports to</td>
<td>Manager – Community Support Programs</td>
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<tr>
<td>Award</td>
<td>SCHADS 3.1</td>
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<tr>
<td>Benefits</td>
<td>Salary packaging</td>
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<td></td>
<td>Bonus Leave is available to all ongoing fulltime and part-time staff during the Christmas shutdown</td>
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<tr>
<td>Hours</td>
<td>21 hours per week (over 3 days)</td>
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<td>Probationary Period</td>
<td>6 months</td>
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### Position Summary

Working as part of a team, and under the supervision of the Manager, the role will include the provision of case management, information, and advocacy to people with support and housing needs, who are homeless or at risk of homelessness. Under direction from the Manager, the role will be required to establish and maintain effective referral networks, with the goal of ensuring a range of services and products are accessible to clients, to prevent homelessness. Provision of client support is to be within a culturally safe framework, utilising principles of person-centred strengths based practise.

### KEY ACCOUNTABILITIES

**Purpose and values**

- Actively support the Community Gateway’s Vision, Strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behavior at all times.
- Operate in line with the Community Gateway’s policies and procedures.
Support worker – Helping Hands Program Position Description

Program

Undertake client assessments, case coordination and exit strategies that address the client’s specific support and housing needs;

Provide multi-disciplinary case coordination support, advice and direction, to clients to establish and maintain a tenancy;

Monitor and support tenancies and provide a contact point for real estate agents and landlords if a tenancy is at risk;

Negotiate and implement holistic case plans that address the barriers to homelessness

Provide clients with access to financial brokerage that is closely aligned with individual case plans and identified goals;

Maintain weekly contact with each client to facilitate action towards outcomes;

Ensure all data entry processes are completed and data systems are adequately maintained.

Facilitate access to a range of other private rental assistance products, including Rentstart, Tenancy Facilitation and Tenancy Guarantees;

Work with support providers to ensure support packages are capable of sustaining clients in private rental tenancies;

Actively participate in local initiatives to improve interagency linkages and service delivery;

Comply with NRCG policies and procedures and relevant legislation and standards;

Ensure that the highest quality of respect, to clients/consumers/tenants, is maintained at all times (refer to the Confidentiality and Code of Conduct Agreement);

Read and carry out actions from all relevant internal communications;

Attend relevant meetings and approved staff development activities as appropriate to the position;

Participate in an annual performance review and plan and seek formal supervision, if required;

Accurately complete and maintain all comprehensive records, reports, case notes and outcomes in accordance with the Community Gateway’s procedures
Provide monthly reports using qualitative and quantitative data
Perform other duties as directed by management.

Professional

Actively undertake work planning and participate in regular supervision sessions.

Meet agreed work plan and/or program targets.

Actively participate in all team and branch meetings, whole of organisation meetings and individual supervision of work plans.

Pursue new skills and knowledge for personal and organisational development.

Contribute to the development of the Northern Rivers Community Gateway, through participation in organisation wide planning and review process, performance planning reviews and other activities, as required.

Positively and constructively represent our organisation to external contacts at all opportunities

Communicate appropriately in a range of contexts

**SELECTION CRITERIA**

**Qualification, knowledge, skills and experience required to do the role**

1. Relevant qualifications in social science or related field and/or relevant equivalent case worker experience in supporting those experiencing barriers to stable housing.
2. Demonstrated experience in case coordination of people with complex support needs
3. An understanding of the private rental/social housing market and knowledge of the rights of clients as tenants.
4. Sound administrative skills in maintaining case notes, updating data systems, and effectively managing time.
5. An understanding of, or demonstrated ability, to work with human service agencies.
6. A thorough understanding of culturally sensitive practices when working with members of the Aboriginal community.

7. An ability to use initiative, be self-motivated, and actively contribute within a team.

Additional requirements of the role

Work Health and Safety
All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and/or that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve WH&S.

Pre-existing injury
Before any person can be appointed to this position it will be required that they disclose any pre-existing injuries or disease that might be affected by employment in this position.

Equal opportunity
Northern Rivers Community Gateway is an equal opportunity employer. All staff have a responsibility to be familiar with Northern Rivers Community Gateway equal employment opportunity policy.

Conditions of employment
Certified copy of all qualifications listed in the resume
a current Police Record Check undertaken by The Community Gateway
a current Working with Children Check;
a certified copy of applicants current Drivers licence