

**SCHEDULE A**  
**NGWALA WILLUMBONG ABORIGINAL CORPORATION**  
**POSITION DESCRIPTION**



<b>POSITION TITLE</b>	Aboriginal Tenancies At Risk Worker (Southern)
<b>APPLICABLE AWARD</b>	Social, Community, Home Care and Disability Services Industry Award 2010
<b>SERVICE/BUSINESS AREA</b>	Specialist Homelessness Services (SHS) Team
<b>LOCATION</b>	This position is based at 93 Wellington Street, St Kilda 3182. However, all Ngwala employees may be required to work at, or across, other sites from time to time.
<b>ACCOUNTABLE &amp; REPORTS TO</b>	Chief Operating Officer (COO)
<b>EMPLOYMENT STATUS:</b>	Full Time - Ongoing subject to funding availability 6 months Probationary Period

*\* Note: The term 'Aboriginal' refers to both Aboriginal and Torres Strait Islander Communities.*

<b>SCOPE OF POSITION</b>
The role of the Aboriginal Tenancies at Risk Worker is to maintain Aboriginal tenancies by supporting tenants to address issues placing their housing at risk, with focus on families/women with dependent children. They will also assist with rental arrears, Victorian Civil and Administrative Tribunal (VCAT) matters, transfers, maintenance debts and other life issues that may jeopardise tenancies.

<b>KEY RESPONSIBILITIES</b>
The worker will work under general supervision and with written guidelines and procedures which are well established in performing their duties.
<b>Tasks</b>
<ul style="list-style-type: none"> <li>• To support clients who are at risk or experiencing homelessness, including but not limited to: <ul style="list-style-type: none"> <li>○ Liaise with the community, key stakeholders and various agencies and provide referrals</li> <li>○ Assess and document clients' continuing needs in relation to homelessness support</li> <li>○ Participate on relevant interagency working communities, and conduct care plan conferencing when required.</li> <li>○ Co-ordinate the client intake process using the Ngwala SHS Assessment Tool</li> <li>○ Assist clients to make and support their individual case plans to achieve set goals (including timeframes, exit plans and regular reviews)</li> <li>○ Ensure client has information on relevant community resources available and assist client to access services and benefits</li> <li>○ Advocate on behalf of clients where appropriate (this may include attending VCAT, etc.)</li> <li>○ Transport clients to various appointments</li> </ul> </li> <li>• Complete SHS Assessment form and maintain client files and notes.</li> <li>• Assist clients to maintain independent or supported long-term housing options (private rental, serviced apartment, hostels, DHHS and AHV properties)</li> <li>• Support clients with education, employment, training, finance, transport, health, court, mental health issues, domestic violence and childcare.</li> <li>• Support clients to integrate into social and community networks</li> <li>• Promptly respond to general enquiries and referrals of clients</li> <li>• Perform other duties, which are incidental and peripheral to the main duties</li> <li>• Be available to take up additional responsibility as directed by the CEO or his/her delegate.</li> </ul>
<b>Referral:</b>
<ul style="list-style-type: none"> <li>• To respond to referral within 48 hours by contacting the client</li> <li>• Undertake initial assessments and refer homeless clients to appropriate agencies to meet emergency accommodation and support needs</li> </ul>

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**Data Management**

- Maintaining accurate and up to date client records and case notes in the client's file
- Maintain a high standard of professionalism including client confidentiality
- Conduct client feedback and relay such feedback to management
- Report any concerns to management and in emergency situations be prepared to contact the relevant emergency services
- Data input to SHIP (database program) and procedures (monthly)
- Compile, sort and verify accuracy of information according to data input
- Review data for deficiencies or errors, correct any incompatibilities if possible and check input quarterly
- Maintain concise, clear and accurate records, including but not limited to
  - Completed forms
  - Receipts and Rent books
  - Tenancy agreements
  - Maintenance records

**General Duties**

- Provide timesheets and car log sheets
- Provide monthly reports including statistical report
- Undertake other administrative and office management tasks as required

**General Education and Training**

- Participate in individual/group clinical supervision sessions
- Participate in continuous quality improvement (CQI) evaluation
- Participate in ongoing professional development and training as required

**Health & Safety**

- Work in a healthy and safe manner, providing a culturally safe environment and encourage others to do the same
- Be aware of and adhere to OH&S policies and procedures
- Report all incidents or injuries to the relevant OH&S Representative and/or Manager

**Teamwork and Agency Representation**

- Maintain team boundaries and confidentiality in a professional manner
- Interact collaboratively within the team and actively participate in team meetings
- Represent, promote and/or deliver the program in a professional manner
- Appropriately grooming and dressing according to Ngwala policy
- Promote and consult on the ATAR program to external agencies and stakeholders

**Physical Demands**

- This position requires driving and sitting for extended periods of time, operating office equipment, climbing stairs, at times lifting, and other related physical demands. Staff are responsible to only undertake physical duties they deem safe.

**QUALIFICATION, EXPERIENCE, SKILLS, ATTRIBUTES**

- A relevant tertiary qualification eg. social work, social housing, welfare work and / or community development; and/or
- Minimum of Certificate IV in Social Housing or relevant; and/or experience in working with Aboriginal people experiencing or at risk of homelessness
- Computer literacy skills including MS Word, MS Excel, email and Internet
- Desirable: First Aid (Level 2) certificate;

**MANDATORY REQUIREMENTS**

- Current Victorian Driver's License;
- National Police Certificate (no more than 3 years old)
- Current Victorian Working With Children Check;

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**OTHER RELEVANT INFORMATION**

- Remuneration will be in accordance with industry standards
- Successful applicants will need to disclose any pre-existing illness or injury which could be affected by the **described work duties**. Under sections 41(2) and 39(4) of the *Workplace Injury, Rehabilitation and Compensation Act 2013* (Vic), failure to disclose a pre-existing illness or injury could negatively affect any future injury claim for compensation.
- All employees are required to adhere to the policies and practices of Ngwala.
- This position description reflects the initial expectation of the role and is subject to changes to support organisational goals, priorities and activities.

**POSITION INCUMBENT**

I have read and understood this position description. I will perform the duties outlined in this position description to the best of my ability.

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_/ \_\_\_\_/ \_\_\_\_

This position description has been approved by:  
**Executive Chief Officer**

Signature: \_\_\_\_\_

Print name: \_\_\_\_\_

Date: \_\_\_\_/ \_\_\_\_/ \_\_\_\_

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