

Position Description

Housing and Accommodation Support Initiative (HASI) Support Workers

Full time/part time negotiable
Locations: Nowra and Ulladulla

This position is Aboriginal Identified under Section 50 (d) of the Equal Opportunity Act

The Housing and Accommodation Support Initiative (HASI) is a state wide program of support to people with mental health issues. HASI enables people to maintain successful tenancies and recover from mental health issues. The program works across multiple sectors including health, housing and community supports to provide a more collaborative, coordinated and integrated approach to tenancy supports and improve quality of life. The Recovery and Resource Services Program (RRSP) is a state funded program that provide flexible recovery supports to people with a mental health issue and is to become integrated within the HASI service over the period 2017-19.

The objective of HASI is to improve the housing outcomes and quality of life of participants through provision of:

- accommodation support and rehabilitation associated with disability through partnership between NGOs and NSW Health;
- clinical care and rehabilitation delivered by specialist mental health services; and
- long-term, secure and affordable housing and property and tenancy management services delivered by social housing providers.

Position Purpose

The HASI Support Worker will work within the GPH Mental Health Recovery Services team to deliver the HASI and RRSP programs in the Shoalhaven region of NSW on a day to day basis. This position will play a key role in delivering services that ensure that the HASI programs meets the service requirements of the funder and participants and that RRSP makes a successful transition to HASI. This will include ensuring a recovery-oriented focus for service delivery that works towards improved quality of life and tenancy outcomes for participants.

The HASI Support Worker is responsible for the day to day delivery of HASI and ensuring accurate reporting of time spent working with program participants. This position will work collaboratively with other team members and with housing and state mental health services.

Decision Making

The HASI Support Worker reports to the Team Leader HASI and:

- Consults with and makes recommendations to the manager to achieve the goals and plans of the organisation.
- Identifies areas for improvement in relation to their role, the team and at an organisational level and collates information to develop appropriate responses, including the implementation of solutions through delegation.
- Makes recommendations to the manager regarding decisions outside delegated authority.

General Accountabilities

The HASI Support Worker is accountable for:

- Demonstrating self management including acting as a role model, seeking feedback to enhance performance and actively identifying opportunities for development
- Ensuring the organisation's standards and values are maintained, providing a clear sense of purpose and direction and fostering a positive and high performing culture
- Building and maintaining positive internal and external relationships with key stakeholders

- Supporting the establishment of efficient and effective systems for collecting, analysing and reporting information that contributes to informed decision making
- Supporting the development, implementation, monitoring and reporting against operational plans
- Supervising employees to function as an effective team including clearly defining roles and responsibilities, open communication processes and ongoing performance monitoring
- Implementing and monitoring continuous improvement systems and processes and ensuring accreditation requirements are achieved
- Ensuring a safe and healthy workplace is maintained by implementing organisational policies and procedures, consulting workers and addressing identified risks
- Ensuring compliance with relevant regulatory and legal issues relevant to the organisation
- Operating within the formal delegations framework of the organisation and in accordance with organisational policies and procedures

Key Responsibilities

- Contribute to the development and implementation of HASI program
- Work collaboratively with stakeholders to provide quality support and care to ensure effectively service delivery in accordance with program deliverables
- Develop and maintain relationships with stakeholders to increase efficacy of services
- Develop and implement referral pathways plans to ensure the delivery of holistic care
- Provide feedback to contribute to data collection and project evaluation
- Ensure that all information provided is given in a culturally sensitive manner and in terms that are understood by all parties
- Provide appropriate guidance to other team members regarding service delivery
- Participate in the development and monitoring of programs as appropriate.
- Support the implementation and actively drive the delivery of quality improvement processes
- Undertake administrative duties as required in accordance with program and organisational guidelines
- Provide after hours and weekend services as rostered
- Travel to other regions including overnight stays as required to ensure that program objectives are met
- Attendance at scheduled meetings and conferences
- Participate in organisation-wide team meetings, collaborative planning activities and quality assurance activities.
- Work Health and Safety responsibilities as identified in organisational policies and procedures
- Equity and diversity responsibilities as identified in organisational policies and procedures

Selection Criteria

The essential experience, knowledge, skills, competencies and qualifications a person requires in order to successfully fulfil the responsibilities of the position are:

1. Identify as an Aboriginal and/or Torres Strait Islander and be an active member within the local Aboriginal communities.
2. Demonstrated understanding of issues affecting Aboriginal people and their health.
3. Qualifications in mental health, health or community/social services discipline (minimum Certificate IV) and demonstrated understanding of the mental health sector and recovery principles
4. Experience in the delivery of psychosocial support services with Aboriginal and Torres Strait Islander people.
5. Strong organisational, self-management and ICT skills
6. Demonstrated skills in engagement and collaboration, with the capability to build and maintain positive working relationships, across a range of organisations
7. Current unrestricted drivers licence and willingness to travel as part of the role

People with a lived experience of mental ill health and recovery are encouraged to apply.

Child Protection

This position is designated as child-related employment. Child-related employment means any employment, where at least one of the responsibilities of the position involves direct contact with children where that contact is not directly supervised. The *Child Protection (Working With Children) Act 2012* and the *Child Protection (Working With Children) Regulation 2013* makes it an offence for a person convicted of a serious sex offence (a Prohibited Person) or a Registrable Person under the *Child Protection (Offenders Registration) Act 2000*, to apply for, undertake or remain in child-related employment. To apply for, undertake and remain in this position you are required to hold a current working with children check. For more information go to <http://www.kids.nsw.gov.au/Working-with-children/New-Working-with-Children-Check>.

Additional Information

Conditions of employment: National Employment Standards
Employment Contract
GPH policies and procedures

As the incumbent of this position, I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee Name: _____

Employee Signature _____ Date: _____

Manager's Name: _____

Manager's Signature _____ Date: _____