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| **Position Title & Level/Grade:** | SIP Engagement & Tenancy Support Worker Level 5 CatholicCare Enterprise Agreement. | **Department:** | Youth, Mental Health, Homelessness and Family Support. |
| **Reports to:** | Homelessness and Family Services Manager. | **Supervises:** | CatholicCare Volunteers. |
| **Internal Liaisons:** | Director & Homelessness and Family Services Manager (Youth, Mental Health, Homelessness and Family Support), Tenancy Manager and CatholicCare Volunteers. | **External Liaisons:** | External Supervisor. *MOU Parties/Partners* |
| **Position Objective** | The SIP Engagement & Tenancy Support Worker will work closely with the CatholicCare Tenancy Manager and CatholicCare Volunteers to identify Toolangi residents’ particular needs and connect them into the wide range of services offered both by CCG as well as the network of partners and referral organisations.  This role will involve tailored support to meet individual needs including individual referrals, group and community activities. | | |
| **Social Impact Program**  **(SIP)** | The Social Impact Program (SIP), is a nationally recognised project that has developed a framework to co-create individual and community wellbeing across 7 domains:   1. Housing 2. Safety 3. Health 4. Economics 5. Education 6. Spirituality and 7. Community engagement   SIP aims to:   * Co-contribute to increased wellbeing of all members of the community. Children and young people are a focus as this group holds the greatest potential while also being vulnerable to factors that affect lifelong thriving. * Amplify existing individual, family and community assets and opportunities through more effective linkages. * Co-create new innovations and disruptions that drive positive change and strengthen individual, family and community wellbeing. * Gather and share evidence of the SIP way of working, to learn with other communities, sectors and systems. * Advocate for policy and structural change to enhance positive social impact. | | |
| **Key Responsibilities** | The key responsibilities of the SIP Engagement & Tenancy Support Worker are;   * Establishing a positive, inclusive and cooperative culture within the Toolangi precinct. * Developing and maintaining positive relationships and working collaboratively with all key stakeholders involved - both internal and external. * Coordination and oversight individual needs including individual referrals and social inclusion activities. * Undertaking reporting requirements. * Proactively addressing any area of service underperformance. | | |
| **Key Performance Indicators** | * Work to CatholicCare’s mission and policies and procedures * Maintain an active presence within the Toolangi precinct (at least 80% of time spent onsite and in direct resident contact). * Accurate and complete reporting, case files and data entry requirements. * Attend supervision and relevant training sessions. * Provide input to continuous quality improvement | | |

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| **Experience & Knowledge** | * Experience working with vulnerable and marginalised people, and an understanding of system interventions, programs and institutions * Working knowledge of the community sector and services. * Understanding of and ability to work within outcome-based frameworks. * Understanding of Strength Based Case Management and recovery focussed practices. * Group coordination and facilitation. * Knowledge of related standards, laws, legislation, awards regulations and codes. * Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation. * Understanding of Quality Assurance Standards, protocols and implementation. | **Attributes** | * Evaluating and monitoring own performance. * Having knowledge and confidence in own ideas and vision. * Articulating own ideas and vision. * Taking responsibility. * Working ethically. * Working under pressure. * Demonstrating resilience. * Being patient and persuasive. * Being punctual and meeting deadlines. * Accepting change. * Empathetic. * Emotional Intelligence. * Commitment to Social Equity. * Sense of Humour. * Enthusiastic and Positive. |
| **Key Selection Criteria** | | | |
| * Relevant tertiary qualifications in a related field such as community services/community development and experience in the community sector * Ability to liaise and advocate with various stakeholders. * Highly developed problem-solving skills. * Demonstrated capacity for sound work organisation and effective use of time. * High standard of written and verbal communication skills. * Demonstrated awareness of the relevant principles and practices such as EEO, OH&S, Confidentiality and Duty of Care. * Hold a current drivers’ license, a current Working with Vulnerable People card and be willing to undergo a police check. | | | |

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| **Employee Declaration** |
| I have read this document and agree to undertake the duties and responsibilities as listed above.  I acknowledge that:   * This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives. * The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures. |

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| **Employee** |  |
| **Signature** |  |
| **Date** |  |