

*"People Making Time for People."*



**CENTRECARE**

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Bunbury

Cannington

Esperance

Joondalup

Kalgoorlie

Lockridge

Midland

Gosnells

**APPLICATION PACKAGE**  
**Position: Housing Support Worker**  
**Salary : \$46,721 - \$55,063 per annum plus**  
**superannuation and salary packaging**  
**Status & Location: Full Time, Gosnells, 6**  
**Month Contract**

Dear applicant

We thank you for your interest in Centrecare.

This application package contains the relevant Duty Statement and Selection Criteria as well as information about the documentation you should submit for the position you have indicated interest in.

If you would like the opportunity to join our committed team and help deliver the extensive range of services that Centrecare provides to thousands of individuals, couples and families, the following pages will assist you in addressing the Selection Criteria and lodging your application by **5pm 20<sup>th</sup> February 2012**.

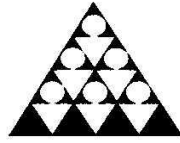
If you have the relevant skills, knowledge and experience to address the Selection Criteria, along with a National Police Certificate and a Working With Children Check card (where applicable) we encourage you to submit an application.

Please be advised if sending by e-mail, we only accept applications in the following formats: Word 97-2003 and Adobe PDF.

If you have any questions or comments about the information you have received, please contact our Human Resources Officer on **(08) 9325 6644**. We welcome your call.

We look forward to receiving your application.

*“People Making Time for People.”*



# **Centrecare**

*“People Making Time for People.”*

## **WHAT IS INCLUDED IN THIS APPLICATION PACKAGE?**

### **1. DUTY STATEMENT**

### **2. SELECTION CRITERIA**

### **3. PREPARING YOUR APPLICATION**

### **4. DOCUMENTATION TO SUPPLY WITH YOUR APPLICATION**

- 4.1. Statement of Claims for Selection Criteria
- 4.2. Provide your Resume (Curriculum Vitae)
- 4.3. Name and contact details of two referees
- 4.4. National Police Certificate/Working with Children Check Card

### **5. CLOSING DATE**

### **6. LODGING YOUR APPLICATION**



## Housing Support Worker

### Duty Statement

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<b>POSITION TITLE:</b>	Housing Support Worker
<b>LOCATION:</b>	Gosnells
<b>STATUS:</b>	Full Time
<b>REPORTS TO:</b>	Assistant Manager

#### 1. PRIMARY OBJECTIVES

- 1.1. To assist referred the Department of Housing (DoH) tenants at risk of eviction to maintain their public housing within the wider community.
- 1.2. To help the referred tenant with the development of life skills necessary to maintain existing housing and thereby avoid homelessness.
- 1.3. There is a strong focus on building the capacity of tenants to resolve their tenancy challenges, and to enable them to sustain a long term tenancy providing tenancy advice and support, advocacy, practical assistance and linkage or referral to mainstream services.

#### 2. SPECIFIC RESPONSIBILITIES

##### 2.1. SERVICE DELIVERY

As part of a team, provide counselling and support to referred and accepted DoH Tenants in the home environment as specified within action plans. In particular:

- 2.1.1 Through a case management approach, develop a client focused action plan for each client household accepted onto the program based on their referral issues.
- 2.1.2 Assist people referred to increase positive life skills that will assist them to maintain their housing;
- 2.1.3 Assisting referred people to determine their own needs and how they will address referral issues through action plans;
- 2.1.4 Provide tenancy advice and support including the development of skills to maintain a stable and functional tenancy;
- 2.1.5 Provide guidance on ensuring external factors do not impact on the tenancy.
- 2.1.6 Provide assistance with budgets and/or referral to Financial Counselling Services;
- 2.1.7 Linking referred people into local community support networks;
- 2.1.8 Provide practical assistance where appropriate and assisting referred people to gain access to mainstream services;
- 2.1.9 Providing advocacy for referred people;
- 2.1.10 Assist referred people to look at positive alternatives to substance use;
- 2.1.11 Network with relevant organisations, networks and develop as appropriate and required by Assistant Manager and Executive Manager.
- 2.1.12 Attend team meetings and supervision as per arrangement with the Executive Manager.
- 2.1.13 Help develop and be involved in, skills development education programs as required.
- 2.1.14 Maintain regular weekly and professional contact with relevant Department of Housing personnel involved with referred households and accepted clients.

### **3. PROFESSIONAL DEVELOPMENT**

- 3.1. During the first two weeks of employment, participate in the branch orientation program.
- 3.2. Attend SHAP and team meetings and supervision as per arrangement with the Assistant Manager and Executive Manager.
- 3.3. Read appropriate professional literature, including journals and books.

### **4. ADMINISTRATION**

- 4.1. Ensure client contact notes are up-to-date on the CRM Data Base and as per QA flowcharts.
- 4.2. Ensure correspondence is up-to-date and has been through the Gosnells office proofing process.
- 4.3. Attend staff meetings, weekly SHAP meetings and other meetings as required by the Assistant Manager and Executive Manager.
- 4.4. Ensure community resource information is up-to-date.
- 4.5. Ensure statistical records were kept as required in the Funding Agreement and Centrecare requirements.

### **5. GENERIC RESPONSIBILITIES**

- 5.1. Ensure that conduct is at all times professional in manner and in accordance with agency expectations.
- 5.2. Abide by relevant professional ethics and agency policies and procedures.
- 5.3. Contribute to and be part of the organisational culture, where team work, co operation, client service, quality, safety, confidentiality and a positive work environment are the focus.
- 5.4. Maintain a sensitivity toward and awareness of cultural diversity and act accordingly.
- 5.5. Comply with Agency Health, Safety and Environmental procedures, such as ensuring the establishment and maintenance of a healthy and safe work environment that protects personnel, clients, facilities, equipment, visitors and the environment.
- 5.6. Attend agency staff meetings, team meetings and other meetings as required.
- 5.7. Participate in professional development both internally and externally.
- 5.8. Ensure the efficient use and maintenance of materials and equipment.
- 5.9. Maintain a high level of skill in Microsoft Office and/or other similar computer packages relevant to the position.
- 5.10. Respond to, action and record any complaints.
- 5.11. Report any problems, suggestions.
- 5.12. Ensure appropriate dress at all times in accordance with the requirements of the Centrecare Dress Code Guidelines.
- 5.13. Maintain all professional accreditations, police clearances, licenses and refresher courses as per program/agency requirements.
- 5.14. Any other duties as directed by your Manager.

## 6. **COMPETENCIES**

- 6.1. Ability to be an effective member of a team or to work autonomously.
- 6.2. Communicational Skills – written and verbal.
- 6.3. Creativity.
- 6.4. Displays a commitment to provide 'value adding' services.
- 6.5. Displays a proven ability to work as an integral member of a team or autonomously.
- 6.6. Displays an ability to stay calm in stressful situations.
- 6.7. Earns others' trust and respect through honesty and professionalism in all interactions.
- 6.8. High attention to detail.
- 6.9. Initiative / Self motivational.
- 6.10. Interpersonal skills.
- 6.11. Organisational Awareness.
- 6.12. Possesses relevant qualification related to position.
- 6.13. Shares knowledge and skills with others to achieve outcomes.
- 6.14. Solution focused approach to problem solving.
- 6.15. Understands and learns from what others say.
- 6.16. Understands legislation, regulations and external standards that apply to relevant work practices.

### MINIMUM CRITERIA

1. Possession of a current 'C' (previously 'A') class driver's licence and vehicle.
2. Federal Police Clearance. and Working with Children Card
3. Recognised tertiary level qualifications in Justice, Mental Health, Drug and Alcohol, Social Work, Psychology, Social Sciences or related disciplines.
4. Relevant experience in the areas of outreach, homelessness, individual/family support and/or case management.
5. Well developed communication skills, written and verbal.
6. Computer literacy skills and the ability to collect statistical data related to service delivery.
7. Ability to work with a broad cross section of people to include business, other community based agencies, government and different socio-economic and cultural groups.
8. An understanding of strength based approaches to client services.
9. Ability to work within a team.
10. Able to work up to two evenings per week until 6.00pm if required.

## **1. Preparing your application**

Your application should be typed, however, if this is not possible ensure that your written application is clear.

***Please note the closing date for advertised vacancies as late applications cannot be accepted.***

## **2. Documentation to Supply with Your Application**

Please include the following documentation when submitting your application:

### **Statement of Claims for Selection Criteria**

The selection criteria will specify the minimum competencies required for the position.

When preparing your statement please:

- Address and demonstrate that you meet the essential and desirable criteria.
- Treat each criterion separately.
- Provide a brief statement outlining your experience, skills and knowledge to each criterion. Briefly indicate achievements which demonstrate your application of the required skills or knowledge.

### **Provide your Resume (Curriculum Vitae) including:**

- Personal details
- A summary of your work history
- Academic and/or training achievements, including any you are currently undertaking
- Any activities you have undertaken outside of work which are relevant to the application
- Copy of your qualification(s)

### **Provide Two Referees**

- It is suggested you contact your referees as a courtesy prior to nominating them in your application. Indicate means of contact, work addresses and daytime telephone numbers
- Only referees who can comment on your work performance should be included. If possible, one of the referees should be your current supervisor/manager.

### **National Police Certificate/Working with Children Check Cards**

It is a condition of employment for all positions at Centrecare that a valid National Police Certificate (issued within the past 12 months) is sighted prior to any job offer being made. We therefore encourage all applicants to include a copy of their certificate with their application, or bring to interview if they are short-listed. A National Police Certificate can be obtained by applying at your local Post Office.

Additionally, some applicants will be asked to supply a Working with Children Check card dependant on the criteria of the position applied for.

**Closing Date**

Your complete application must be received by the Human Resources Department prior to the deadline of the advertised closing date.

Late applications cannot be accepted.

**Lodging your application**

Applications can be accepted in two ways. Hard copy applications should be fastened in the top left hand corner of the application. *Please do not submit in plastic or cardboard folders.*

Posted or hand delivered applications should be marked "CONFIDENTIAL ADVERTISED VACANCY" and submitted to:

**Human Resources  
Centrecare  
456 Hay Street  
PERTH WA 6000**

Emailed applications will also be accepted in Microsoft Word or PDF format. Email to:

[humanresources@centrecare.com.au](mailto:humanresources@centrecare.com.au)

Please do not hesitate to contact us on (08) 9325 6644 if you have any questions or comments.