Position Description

Title:	Resource Worker
Department/Team:	Sunshine Coast – Keys to Early Intervention to Homelessness Service (KEIHS)
Reports to:	Coordinator, KEIHS; Manager, Sunshine Coast
Award:	Social, Community, Home Care and Disability Services Award
Classification Level:	4
Direct Reports:	Nil

Position Summary

At Kyabra, our service teams use a strengths-based approach while working alongside people in our community to support them as they navigate the circumstances and systems that significantly impact their lives while helping them identify and achieve their personal goals.

Our Keys to Early Intervention to Homelessness Service (KEIHS) is one of our housing support programs whereby we provide support to families, young people and individuals who are at risk of homelessness. Within this program, the **Resource Worker** will assist in ensuring that the most appropriate and effective support services are provided to community members who present to the service by performing both intake and assessment and case management functions towards positive outcomes.

Position Responsibilities

The Resource Worker will:

- Conduct initial needs identification and assessment of community members that present to the organisation for assistance, providing short-term intervention support where applicable.
- Provide information to community members who contact the service for support ensuring that they have access to appropriate and accurate information with regard to the issues that affect their lives and their individual rights as per human services legislation.
- Maintain a case load of community members and provide holistic case management support to these individuals/families.
- Work collaboratively with community members to develop individual support plans by assisting them with articulating and identifying their needs, aspirations and abilities, and providing them with relevant support towards the achievement of any identified goals.
- Work in partnership with other organisational service teams and external stakeholders/organisations to (a) increase capacity, knowledge and resources and (b) support high-quality, holistic service provision.
- Provide referrals to community members, both internally and externally, where appropriate for continuity of support.
- Maintain accurate records of community member information in appropriate systems, including case-noting, towards appropriate, timely, and responsive service provision.

Organisational Expectations

- To work within the vision and values of Kyabra's Essence Statement.
- To comply with Kyabra's code of conduct and abide by all organisational policies and procedures.
- To actively evaluate and critique practices at an individual, service and organisational level and, strive for ongoing improvement in all areas of activity.
- To participate in performance reviews, professional development training opportunities and the development of individual learning plans as requested.
- To implement strengths-based, individualised approaches in day-to-day tasks and contribute to organisational development and continuous improvement activities.
- To gather information and maintain records via nominated systems with due respect to confidentiality, and in compliance with all relevant legislation and standards.

Hours of Work

The successful applicant will be required to work a set number of hours per fortnight within regular business hours. These hours will be detailed in the employment agreement upon appointment e.g. full-time (76h 00m per fortnight). Staff members are expected to have the capacity to work flexible hours to meet the requirements of the position, including some out-of-hours (evening and weekend) work when required.

Key Selection Criteria

Qualifications & Training

- Tertiary qualification (bachelor's degree or higher) in Human Services, Social Work, and/or another relevant field.

Skills, Knowledge & Experience

- Demonstrated experience working in the community service sector in one or more of the following areas: intake and assessment, case management, domestic and family violence, housing support services, mental health etc.
- Demonstrated understanding of the issues, systems and circumstances that significantly affect community members, and the ability to proactively establish strategies and solutions towards remediation.
- Demonstrated understanding of the *Residential Tenancies and Rooming Accommodation Act (2008)*, *Domestic and Family Violence Protection Act (2012)*, and other relevant human services legislation.
- Strong community development and stakeholder engagement skills, including experience building/operating within collaborative partnerships and networks.
- Understanding of, and commitment to, the principles of social justice, as well as a demonstrated capacity to work in ways that focus on people's strengths.
- Strong communication, interpersonal and organisational skills, including an ability to work autonomously or as part of a team, and adapt to various circumstances as necessary to support the organisation and/or community members.

History Checks & Clearances

The successful applicant will be required to hold a positive result for the following mandatory Personal and Criminal History Checks:

- Blue Card (Working with Children Check)
- Driver's license (Open, Queensland).

Note, a disqualified person cannot apply for, or hold, a positive-issue Blue Card.

Desirable

- Demonstrated understanding of the issues/barriers facing people who are homeless or at risk of homelessness and/or experiencing other socioeconomic issues, including ways to resolve or improve these issues.
- Knowledge of client management systems and the ability to rapidly learn new ones such as SRS, QHIP and/or other systems/databases.
- Existing community connections and referral networks, or the ability to rapidly acquire them.

Employee Acknowledgement

I, _____, have read the above position
FULL NAME
description and understand the responsibilities associated with this role. In providing my signature below, I agree to perform these duties to the best of my ability.

_____ _____
SIGNATURE DATE