

Position Description

Position Title:	Initial Assessment and Planning (IAP) Worker
Team:	Housing and Homelessness
Reporting to:	Team Leader
Location:	This role will be predominantly based at Unison's IAP offices in Werribee and Seddon, with some travel between Unison's Melbourne offices required

About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We improve housing outcomes by leveraging our culture, partnerships, experience and our approach to innovation to create secure, sustainable homes and facilitate support and choice for people to positively engage in their community.

We believe that affordable housing is the foundation on which to build a life of value but that a good life takes more than just housing. A good life takes place in a community. Unison also assists over 3,500 people who are homeless or at risk of homelessness each year.

Position overview

Unison's Housing and Homelessness Team comprises of all of the departments supporting people who are homeless or at risk of homelessness into housing. This includes Initial Assessment and Planning (IAP) services, transitional housing, and affordable short, medium and long-term tenancy support. You will find Unison's Housing and Homelessness Teams staffed in all of Unison's site offices across Melbourne's suburbs, Geelong and Werribee.

The IAP Team works closely with the Department of Families, Fairness and Housing (DFFH) to deliver services to people who are homeless or at risk of homelessness. Through conducting assessments, this role coordinates referral, advocacy and financial assistance.

Position responsibilities

- Assist people in housing crisis with an assessment of their housing and support needs, referring people to appropriate services
- Assist clients to secure or maintain crisis, transitional, social or private rental accommodation
- Assist clients with applications for priority access to social housing via the Victorian Housing register

- Assess client's eligibility for a provision of Housing Establishment Funds and facilitation of access to other programs of financial assistance
- Work closely with and advocate for clients' health, legal and financial services by liaising with support agencies, such as real estate agents, landlords, Centrelink etc.
- Promote and model Unison's values and Code of Conduct in all interactions with colleagues, renters, clients and the broader community
- Be flexible and undertake any other duties as reasonably directed

Key selection criteria

- Qualification in social work, community development, real estate or housing, or equivalent lived or work experience
- Understanding and experience of the housing and homelessness service system to facilitate high quality housing outcomes for people with complex needs
- Exceptional communication and customer service skills in a crisis setting with both clients and other agencies
- Demonstrated skills in working effectively and respectfully with a broad range of people, including people with high support needs and challenging behaviours
- A commitment to empowering clients, equality and social justice, working respectfully with others to problem solve and support
- Strong professional written and verbal communication skills, with an ability to influence and engage with people at different levels of an organisation
- Ability to show initiative and work autonomously, with a high level of enthusiasm, resilience and positivity

Desirable

- Skills or experience in social work, counselling or psychology

Safety and wellbeing

Staff may be required to interact with Unison's tenants and members of the public across Unison's locations in emotionally heightened situations, and therefore need to represent Unison professionally and calmly, and apply safe work practices outlined in Unison's safety and wellbeing policies and procedures.

Smoking, vaping, e-cigarettes, alcohol or illicit drugs are not permitted to be consumed on any of Unison's premises by staff.

Employment conditions

All staff must be able to perform their duties in varying conditions and locations across Unison's sites.

Unison is committed to protecting children and vulnerable people who have contact with our service. It's an inherent requirement of employment for all staff to have a current Working With Children Check and relevant, clear Police Check.

Equal employment opportunity

Unison is committed to creating a safe, inclusive and supportive workplace that reflects the community we serve. People who may be Aboriginal and/or Torres Strait Islander, are culturally, linguistically, LGBTIQ+, age, gender or ability diverse, or have a disability, are encouraged to apply for positions at Unison as part of our Reconciliation Action Plan and Diversity and Inclusion Strategy.