

Position Description	
Position Title:	HACC Worker
Status	Full time – Fixed term – ends 30 June 2022
Classification	Level 4 of the Unison Housing and Administration Enterprise Agreement 2021
Primary location	40 Nicholson St, Fitzroy
Date PD Adopted:	October 2021
PD Review Date:	October 2024

## About Unison

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Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing and owners corporation services.

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.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

### Vision

Communities that thrive.

### Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

### Organisation values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others.

It is an environment that requires all team members to maintain high standards of work in line with our Values:

**People:**

We put the customer at the heart of what we do, we value each other and welcome diversity

**Respect**

We are respectful of all and welcome open and honest discussion

**Positivity**

We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions

**Accountability** We do what we say we will do

## Position Objectives

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The overarching aim of the program is to achieve stability and a sense of belonging, so that our renters not only feel secure within their home but thrive in the broader community.

The HACC Worker role achieves this by:

- Providing flexible, responsive, on-site HACC support to renters as part of the multidisciplinary Yarraspace team;
- To work as part of the Yarraspace team to support renters to improve their physical, emotional, mental health and overall wellbeing;
- To work as part of the Yarraspace team to support renters to maintain their tenancies;
- To work as part of the Yarraspace team to support renters to increase their skills to enable them to be more independent and to participate in the Yarraspace and local communities;
- To support Yarraspace renters to access required supports through advocacy and service coordination; and
- To assist Yarraspace renters to transition to mainstream Council HACC services and progress to independent living where possible and appropriate.

## Key Accountabilities

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### **Support Yarraspace renters to live independently in their home as per their care plans.**

- Assisting renters with cleaning and tidying individual rooms/units. This may include vacuuming and dusting, washing, linen changing and ironing
- Build rapport and trust with renters.
- Monitoring changes in renter situations and skills that may warrant changes to care plans.
- Assistance to manage pet care and plants.
- Support renters to build their independent living skills whilst performing the above tasks.
- Assistance in promoting personal care.

### **Support Yarraspace renters to access health and support services and community resources as part of a coordinated client care plan.**

- Support renters to build their independent living skills whilst performing the above tasks.
- Support renters to engage in medical and other appointments where appropriate in liaison with other services as per their care plan.
- Link renters to access health and welfare services including City of Yarra HACC, community resources such as libraries, community centres, social and recreational activities as per their care plan.

### **Support Yarraspace renters to build their skills and participate in the community.**

- Social interaction and rapport building/engagement with all Yarraspace renters.
- Provide skills building sessions for individual HACC eligible renters and groups of HACC eligible clients. This may include cooking, exercise, use of public transport or public facilities (e.g. library, pool), organisation etc.
- Facilitate opportunities to be involved in community development activities such as weekly lunch, cooking groups, shopping groups, and external activities such as outings, festivals.

- Link to services that offer appropriate education/training, volunteering.
- Promote engagement by clients with Unison renter engagement and participation activities.

**Administration:**

- General administration for the program, compilation of reports for Unison, City of Yarra and other external agencies as required.

**Along with other Yarraspace team members:**

- Assist in the administration of renter data collection and reporting and general office filing systems.
- Provide information to the Place Management team relevant to VCAT hearings and actions.
- Participate in Yarraspace connections, staff meetings and other staff communication and planning forums.
- Participate in Unison staff meetings and other staff communication and planning forums.
- Participate in formal and informal training and professional development opportunities.
- Participate in appropriate local human service agency networks as agreed with Yarraspace Team Leader.
- Participate in HACC Service Sector networking, training and professional development opportunities.

## Key Selection Criteria

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Qualifications & Experience	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Home and Community Care Certificate IV or equivalent</li> <li>• Demonstrated skills and experience in the direct provision of home care and personal care</li> <li>• Ability to design and implement care plans</li> <li>• Experience and ability to make effective referrals to community support services</li> <li>• Experience and/or willingness to work effectively and sensitively with people with complex needs and challenging behaviours including mental health issues, substance dependency, poor health and disabilities</li> <li>• Experience and/or willingness to work with people living in rooming houses, some with shared kitchen, bathroom and laundry facilities</li> <li>• Current Driver's Licence</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Commitment to social justice and desire to promote and model the values of Unison in all interactions with employees, renters and clients and the broader community</li> <li>• Ability to work collaboratively with a wide range of stakeholders</li> <li>• Results oriented and metrics driven</li> <li>• Ability to lead by example and demonstrate a strong sense of integrity, ethics and dependability.</li> </ul>
Knowledge and skills	<ul style="list-style-type: none"> <li>• Ability to work autonomously and within a multidisciplinary team environment</li> <li>• Verbal communication skills and interpersonal skills of a high order</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to show initiative, be a self-starter and work with a high level of energy and enthusiasm</li> </ul>
Workplace Health and Safety	<ul style="list-style-type: none"> <li>• Ensure that Unison’s Occupational Health and Safety Policy and Procedures are continually observed and complied with.</li> <li>• All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison’s OHS Frameworks.</li> <li>• Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor.</li> <li>• Actively participate in hazard elimination where practical.</li> </ul>
Safety screening	<ul style="list-style-type: none"> <li>• This role is subject to a satisfactory National Police History check, Working with Children Check and confirmed Covid-19 vaccination.</li> <li>• Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.</li> </ul>

## Physical Inherent Requirements

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Office Duties	<ul style="list-style-type: none"> <li>• Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.</li> <li>• General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.</li> </ul>
Driving	<ul style="list-style-type: none"> <li>• Required to drive private or Unison owned vehicles.</li> </ul>
Work Environment	<ul style="list-style-type: none"> <li>• May be required to work from different sites, including offsite facilities.</li> <li>• Exposure to varied weather conditions.</li> </ul>
Lifting and Carrying	<ul style="list-style-type: none"> <li>• Infrequent lifting and carrying of items up to 5kgs.</li> </ul>
Bending and Reaching	<ul style="list-style-type: none"> <li>• Required to occasionally bend and reach.</li> </ul>

## Organisational Relationships

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Accountable to	<ul style="list-style-type: none"> <li>• Yarraspace Team Leader</li> </ul>
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
Internal Liaisons	<ul style="list-style-type: none"> <li>• Unison North Place Management team, Unison Yarraspace team, Unison Facilities team</li> </ul>
External Liaisons	<ul style="list-style-type: none"> <li>• Yarraspace partner agencies including ACSO, Launch Housing, St Vincent's Mental Health, Bolton-Clarke Nursing Service HPP, City of Yarra – HACC Services</li> <li>• Support agencies including NDIS, GP's, local health services and other services as needed.</li> </ul>