

| Position Description |                                      |
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| Position Title:      | Private Rental Access Worker         |
| Team:                | Housing and Homelessness             |
| Employment Status:   | Fixed Term (Parental Leave Backfill) |
| Primary Location:    | Werribee and Seddon                  |

## About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, private rental, 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 also 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.

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| <p><b>PEOPLE</b></p> <p>We put the customer at the heart of what we do, we value each other and welcome diversity.</p> | <p><b>RESPECT</b></p> <p>We are respectful of all and welcome open and honest discussion.</p> | <p><b>POSITIVITY</b></p> <p>We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions.</p> | <p><b>ACCOUNTABILITY</b></p> <p>We do what we say we will do.</p> |
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## Position Objectives

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The Private Rental Worker will work as a member of the Private Rental Access Program (PRAP) with the IAP and PRAP team to support people who are homeless or at risk of homelessness to secure and sustain private rental. This will include:

- Delivering flexible and individually tailored support and financial packages that are designed to prevent eviction from private rental or establish a successful private rental tenancy.
- Assisting people and families who:
  - Are at risk of eviction from a private rental tenancy
  - Are currently homeless but can be rapidly and sustainably housed in the private rental market with short-term assistance
  - Could sustain affordable and appropriate housing in the private rental market but need assistance with the transition from crisis, transitional or social housing.
  - Are clients of the Unison IAP service and Unison's head leasing program
  - Supporting people to maintain a tenancy and promote independence, develop daily living skills and community inclusion.
- Assisting and supporting the Unison head leasing program to secure head leases (tenancies) and liaise with Real Estate Agents, support agencies and Unison's Place Management team.
- Addressing support needs to facilitate a sustainable private rental tenancy.
- Facilitating collaboration with support services to sustain private rental tenancies
- Undertaking administrative tasks associated with provision of the Private Rental access funds and delivering the PRA program.
- Assisting with meeting government and/or departmental targets, evaluations and accreditation, for private rental access programs.
- Collecting and reporting client and service delivery data and maintaining relevant databases and files promptly and accurately.
- Actively contributing to the organisation's continuous quality improvement program for organisation and service development, review, accreditation and planning.
- Assisting the Private Rental Access program, at either Unison's Werribee or Seddon (inner-west) Access Points.
- Adherence to the DHHS PRAP guidelines

## Key Accountabilities

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### Relationships/Networking

- Work collaboratively and cooperatively with the PRA program Team Leader and broader members of the Unison PRAP and IAP teams
- Develop collaborative relationships with Real Estate agents in the western region.
- Develop collaborative relationships with local support agencies to promote the program and assist with referrals.

### Assessment and Referral

- Proactive referral of clients to Real Estate agents for assistance in identifying suitable properties.
- Referral of clients to agencies and services to assist with establishing or maintaining their accommodation.
- Sourcing head lease properties as required for Unison's head leasing program
- Referrals to support agencies to meet the needs of people assisted by PRAP.

### Practical Assistance

- Develop and maintain resource information and tools that can:
  - assist clients to access and maintain private rental
  - assist clients to understand their rights and responsibilities as tenants
  - be utilised by other members of the IAP team when assisting clients
- Provide assistance to clients to source, inspect and apply for private rental properties including transport and advocacy on behalf of clients with real estate agents or landlords where appropriate
- Provide follow-up assistance in accordance with program aims and timelines, including:
  - co-contribution for rent payments when client has established private rental
  - follow-up support to facilitate a sustainable tenancy
  - referral to specialist support services
- Provide other assistance and outreach and support as required by individual clients and the program, in accordance with the program objectives.
- Sourcing head lease properties as required for Unison’s head leasing program and building and maintaining good, positive, relationships with Real Estate Agents.

### Administration and Data Collection

- Enter and maintain all notes and data for client assistance into the client management system database (SHIP) in an accurate and timely manner and in accordance to required procedures
- Provide monthly reports to the PRAP Team Leader (including assistance data and position KPMs)
- Maintain spreadsheets and reporting required internally, and externally by Australian Institute of Health and Welfare and the Victorian Department of Health & Human Services
- Maintain and where required develop data collection spreadsheets to record data that enables effective analysis of the assistance and follow up provided through the program
- Provide data as required, from time to time, by DHHS, or PRAP Team Leader.
- Develop, monitor and record progress in meeting the project aims through own work plan and through maintaining project planning documents as required. Attend IAP team meetings and other Unison staff meetings
- Contribute to IAP operational plan development and activities.
- Complete and maintain databases, spreadsheets, records and reports, required for the Private Rental Support Worker program
- Complete and maintain databases, spreadsheets, records and reports, required for Unison’s head leasing programs.
- Participate in regular supervision with the PRAP Team Leader.
- Other duties as requested, from time to time, by management

## Key Selection Criteria

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### Qualifications & Experience

- Qualifications in Social Work, Community Development, Social Sciences OR experience in the Housing or Real Estate sector
- Knowledge and understanding of the Residential Tenancies Act (1997)
- Knowledge of mechanisms contributing to, and maintaining, disadvantage/poverty and housing insecurity and homelessness

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|                             | <ul style="list-style-type: none"> <li>• Demonstrated skills and experience in working effectively and sensitively with a broad range of clients, including those with high support needs and challenging behaviours</li> </ul>   |
| Personal Qualities          | <ul style="list-style-type: none"> <li>• Ability to show initiative, be a self-starter &amp; work autonomously</li> <li>• Ability to cope in a busy dynamic service to meet the requirements of our service and departmental targets for our program.</li> <li>• Approachable with a positive, cooperative and constructive attitude to work and working with others</li> <li>• Ability to be professional and to show empathy</li> </ul> |
| Knowledge and skills        | <ul style="list-style-type: none"> <li>• High level communication skills – including verbal and written communication</li> <li>• Well-developed computer skills – word processing, excel, data-bases;</li> <li>• Demonstrated skills and experience within collaborative teams</li> <li>• A current full Victorian driver’s licence</li> </ul>  |
| Workplace Health and Safety | <ul style="list-style-type: none"> <li>• Comply with Unison’s OHS policy and applicable legislation.</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 and Working with Children Check.</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>  |

## Organisational Relationships

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| Accountable to                     | Team Leader – Private Rental Access Program  |
| Supervises (Day to Day Operations) | None   |
| Internal Liaisons                  | IAP team, Management Team, other internal staff, including Corporate Services  |
| External Liaisons                  | Real Estate agents, Local Governments, Department of Health & Human Services (DHHS), Support Agencies, Peak bodies and other relevant networks |

## 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>   |

## PD Review

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| <b>Date PD Adopted:</b> | November 2022 |
| <b>PD Review Date:</b>  | November 2024 |