

## Position Description

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<b>Position Title:</b>	<b>HACC Worker</b>
<b>Team:</b>	Housing and Homelessness
<b>Employment Status:</b>	Fixed term, Part-time
<b>Reporting to:</b>	Team Leader

## About Unison

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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

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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 Home and Community Care (HACC) Program works to create stability and a sense of belonging for our renters, by having people that support their physical and mental wellbeing, sustainable tenancies and progress to independent living or council-run HACC services where possible.

## Position responsibilities

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- Works closely with renters to help them access the supports they need to live independently in their home, including assistance with cleaning, personal care, and developing independent living skills.
- Build rapport and trust with renters to provide effective support and be able to monitor changes in their situations that may warrant changes to their care plans
- Support renters to engage in medical and other appointments, liaising with other health and welfare services as required

- Connect renters with other social and support opportunities, such as libraries, community centres and other social/recreational activities, volunteering and appropriate education/training
- Provide skill building sessions for individual and group HACC eligible renters, such as cooking, use of public transport, using public facilities etc.
- Promote social connection, rapport building and community building opportunities with other renters
- Work closely with Unison's Place Managers for renter communication and actions, including promotion of tenancy engagement activities, VCAT actions, compliance etc.
- General administration of the program including data collection, compiling reports, evaluating its impact for Unison, City of Yarra and other external agencies as required
- Participate in HACC service sector networking, formal and informal training and professional development opportunities
- 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**

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- Home and Community Care Certificate IV or equivalent experience
- Demonstrated skills and experience in the provision of personal care and home care, including the ability to design care plans
- Demonstrated skills in working effectively and respectfully with a broad range of people, including people with high support needs and challenging behaviours
- Experience liaising with and coordinating external stakeholders and their services, including community service providers
- Exceptional professional, respectful and supportive manner when communicating with all renters
- 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

## **Safety and wellbeing**

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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**

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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**

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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.