

## Position Description

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<b>Position Title:</b>	<b>Private Rental Access Program Worker</b>
<b>Team:</b>	Housing and Homelessness
<b>Employment Status:</b>	Full-time, ongoing
<b>Reporting to:</b>	Team Leader
<b>Location:</b>	This role will be predominantly based at Unison’s Werribee or Seddon offices, with some travel between Unison’s Melbourne offices required

### 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 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.

Reporting to the Team Leader, the Private Rental Access Program (PRAP) Worker works closely with Unison’s Initial Assessment Planning team to support those who are currently homeless or most vulnerable to homelessness, where they could sustain affordable housing in the private rental market. They do this by working with our clients to prevent eviction and establish successful private tenancies and short-term assistance.

### Position responsibilities

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- Deliver flexible and individually tailored support and financial packages that are designed to prevent eviction from private rentals or establish a successful private rental tenancy
- Develop collaborative relationships with real estate agents and other external support agencies to raise awareness of and support for the program

- Assess and refer clients to real estate agents for help in identifying suitable rental properties, and establishing and maintaining accommodation
- Support clients to source, inspect and apply for private rental properties
- Develop and maintain resources, information and tools that support clients to understand their renter rights and responsibilities, including their access to private rentals
- Refer clients to specialist, local support services
- Work within and adhere to the Department of Families, Fairness and Housing (DFFH) PRAP guidelines for service delivery, evaluation, accreditation, continuous quality improvement, data collection and reporting
- Maintain prompt and accurate client case notes within Unison's and government systems
- 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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- Qualification in social work, community development, real estate or housing, or equivalent lived or work experience
- An understanding of the application of the Residential Tenancy Act or an ability to quickly learn
- Knowledge of mechanisms contributing to, and maintaining, disadvantage/poverty and housing insecurity and homelessness
- Understanding of the housing and homelessness service system, to facilitate high quality housing outcomes for people with complex needs
- Demonstrated skills in working effectively and respectfully with a broad range of people, including people with high support needs and challenging behaviours
- 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 renters, children 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.