

Position Description

Position Title:	IAP Worker
Team:	Housing & Homelessness
Employment Status:	Full Time, Fixed Term (12 months)
Primary location	Werribee

About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We develop, own and manage social, transitional and affordable housing and provide commercial property management, owners corporation management, and cleaning and grounds 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. Unison also assists over 3,500 people who are homeless or at risk of homelessness each year.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of 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.



OUR VISION

Communities that thrive.

OUR 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.

Our Values

We are committed to delivering high-quality services in line with our organisational values. These values are the principles that guide how we operate, how we provide services to our customers, how we treat each other within the organisation, and how we relate to the broader community.

As a values-based organisation, Unison 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 work standards in line with our values.

At Unison we value:



Position Objectives

The IAP (Initial Assessment & Planning) Service is the first point of contact for people who are homeless or at risk of homelessness in Western Melbourne. The service is a busy, high demand service and provides housing information and assessment of housing and support needs; assistance with accessing crisis, transitional and long term housing; advice and assistance with applying for early housing through the Office of Housing; referrals to housing, support and other services; and advocacy.

The IAP Worker is responsible for:

- Assisting individuals and families in housing crisis as a result of homelessness or impending homelessness to achieve positive outcomes in their pursuit to establish and/or maintain appropriate, secure and sustainable housing through the provision of information and referral service, follow up and financial support where required
- Collecting relevant client and service delivery data as required, and updating and maintaining relevant databases and files promptly and accurately
- Actively participating in and contributing to the organisation's continuous quality improvement program for organisation and service development, review and planning.

Key Accountabilities

Direct Service

- Interviewing and assessment of housing and support needs
- Active referral to appropriate housing, health, support and material aid services

- Assist clients to secure and/or maintain crisis, transitional, social or private rental accommodation
- Assist clients with applications for priority access to social housing via the Victorian Housing register
- Assessment of eligibility for a provision of Housing Establishment Funds and facilitation of access to other programs of financial assistance.
- Collaboration with Support Agencies
- Housing advice and information
- Assistance and support to access services to address health and legal issues
- Advocacy/liaison, including:
 - Advocacy with real estate agents/landlords regarding private rental
 - Advocacy and liaison with Centrelink to assist clients with related matters
 - Assist Clients with making appointments
 - Assist Clients to search and apply for private rental properties
- Risk assessment and safety planning
- Prioritisation
- Work at both our Access Points currently based in Seddon and Werribee as needed

Liaison and Networking

Each Unison IAP Worker will be required to establish, develop and maintain positive working relationships with:

- Other Unison staff
- Support services who work in collaboration with Unison
- Relevant Government agencies

Service Development

Each Unison IAP Worker will be required to participate positively and constructively in:

- The development of Unison services, policies, practices and procedures.
- Service evaluation and ongoing monitoring of client outcomes
- The development and implementation of a Quality Improvement Program
- The development and implementation of Unison's activities

Personal Accountability

- Champion a culture that is respectful, non-judgemental and inclusive in line with Unison's Values, Code of Conduct, Policies and Procedures.
- Actively participate in activities and initiatives to promote and sustain a positive and collaborative workplace with colleagues and stakeholders.
- Participate in team meetings, Unison staff meetings and other meetings and forums as required.
- Participate in regular performance review and planning.
- Ensure regular reports relevant to the position are accurate and provided within specified formats and timelines.

- Comply with all legislation, regulations, standards and Unison policies and procedures relevant to the position.
- Other duties as directed by Unison.

Key Selection Criteria

Qualifications and experience	<ul style="list-style-type: none"> • Tackling Homelessness – Demonstrated skills and experience in the direct provision of homelessness, community housing or related support services • Relevant tertiary qualification such as Social Work; Youth Work; Psychology or similar • Demonstrated experience and skills in working effectively and sensitivity with a broad range of clients, including those with high support needs and behaviours • A demonstrated ability to assist people in housing crisis and / or on a low income, with housing outcomes
Personal qualities	<ul style="list-style-type: none"> • A demonstrated commitment to the empowerment of clients, equality and social justice • Commitment to inclusion, and diversity • Ability to show initiative, problem solve and work autonomously • A high-level energy, flexibility and resourcefulness. • Positive approach to team-work
Knowledge and skills	<ul style="list-style-type: none"> • Good communication and customer service skills in a crisis setting to both clients and other agencies. • Well-developed computer skills – word processing, excel, data-bases • A demonstrated commitment to work within the organisations core values
Workplace Health and Safety	<ul style="list-style-type: none"> • Comply with Unison’s OHS policy and procedures and applicable legislation and promote a positive safety culture. • All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work. • Regularly inspect your work environment and report any incidents, hazards or near misses that can cause harm or represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard identification and elimination where practical.
Other requirements	<ul style="list-style-type: none"> • A current valid and full Victorian Driver’s Licence is essential • This role is subject to a satisfactory National Police History check and Working with Children Check. • Applicants who have lived overseas for 12 months or longer during the past ten years must provide the results of an International Police Check. • All employees are required to provide evidence of 2 COVID-19 vaccinations

Organisational Relationships

Accountable to	Team Leader IAP
Supervises (Day to Day Operations)	None
Internal relationships	IAP team, Management Team, other internal staff, including Corporate Services
External relationships	<ul style="list-style-type: none"> • Real estate agents • Local governments • Support agencies

Physical Inherent Requirements

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

Position Description Review

Date Position Description Adopted:	November 2020
Position Description Review Date:	November 2023