

Position Description


Position Title:	HACC Worker
Team:	Patch 5
Employment Status:	Full-time - Fixed term, ends 30 June 2025
Primary location	Collingwood and Melbourne

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 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

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.

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"> • Home and Community Care Certificate IV or equivalent • Demonstrated skills and experience in the direct provision of home care and personal care • Ability to design and implement care plans • Experience and ability to make effective referrals to community support services • 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 • Experience and/or willingness to work with people living in rooming houses, some with shared kitchen, bathroom and laundry facilities • Current Driver's License
Personal qualities	<ul style="list-style-type: none"> • 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 • Ability to work collaboratively with a wide range of stakeholders • Ability to lead by example and demonstrate a strong sense of integrity, ethics and dependability. • Demonstrated high-level interpersonal and team skills, including the ability to work cooperatively and promote a positive approach. • Commitment to social justice and desire to promote and model the values of Unison in all interactions with employees, renters, clients, and the broader community. • Ability to problem solve and meet demanding work deadlines with limited supervision. • A proactive, collaborative mindset and demonstrated capacity to work independently and within a team environment. • Demonstrated ability to maintain confidentiality, maturity, and diplomacy in responding to/and in management of enquiries from staff, customers and members of the public.
Knowledge and skills	<ul style="list-style-type: none"> • Ability to work autonomously and within a multidisciplinary team environment • Verbal communication skills and interpersonal skills of a high order • Ability to show initiative, be a self-starter and work with a high level of energy and enthusiasm
Workplace Health and Safety	<ul style="list-style-type: none"> • Ensure that Unison's Occupational Health and Safety Policy and Procedures are continually observed and complied with. • 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.

	<ul style="list-style-type: none"> 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. Actively participate in hazard 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, Patch 5
Internal relationships	Unison Housing Ltd staff
External relationships	Yarra City Council, Unison Housing partner agencies. Support agencies including NDIS, GP's, local health services and other services as needed

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 2023
Position Description Review Date:	November 2025