



## POSITION DESCRIPTION

### Housing Connector

#### Position Details

<b>Position</b>	<b>Housing Connector</b>
<b>Classification</b>	SCHADS Social, Community, Home Care and Disability Services Industry Award 2010 and the DVAC Certified Agreement 2017 Level 4.1 to 5.3 dependent on experience

#### Organisation information

##### Vision

Reduce the prevalence and impact of gender-based violence in our communities.

##### Purpose

DVAC works with individuals and communities to eliminate, prevent, and respond to domestic and family violence, and sexual violence by:

- Collaboratively providing quality support services
- Challenging social norms and structures that enable people to use violence/enable the use of violence
- Building awareness and capacity within the community, and
- Encouraging egalitarian relationships.

##### The Organisation

You will find detailed information about the organisation on our website [www.dvac.org.au](http://www.dvac.org.au)

##### Equal Opportunity Opportunities

DVAC is committed to diversity in our workplaces. We encourage people who identify as Aboriginal or Torres Strait Islander, have a disability, come from different cultural backgrounds and the LGBTQ+ community to work in our organisation.

#### Position Summary

The employee is required to:

- Provide trauma informed case management services to adults and children who are homeless or at risk of homelessness due to domestic and family violence to secure and maintain housing
- Increase safety, stability and recovery for victim survivors of domestic and family violence that is person centred, strengths based and practical
- Work collaboratively with clients to identify current needs and develop a plan for ongoing support and referral as needed
- Work collaboratively with DVAC Specialists and key stakeholders to provide holistic support
- Refer to Level 4 Characteristics in the Social, Community, Home Care and Disability Services Industry Award.

#### Key Responsibilities and Outcomes

##### Service Delivery

- Provide purposeful and tailored trauma informed case management services to people and families homeless or at risk of homelessness due to domestic and family violence

- Facilitate safe and affordable housing pathways to assist people in establishing and maintaining tenancies
- Provide mobile outreach services, ongoing risk assessment, safety planning, information, advocacy and referral
- Work in partnership with multi-agency responses to individuals and families; assist people to access resources, opportunities and services within the community to promote safety and housing stability
- Administrative and organisational skills to plan and prioritise work and adjust plans to changing circumstances/shifting priorities
- Demonstrated cultural responsiveness and commitment to working with Aboriginal and Torres Strait Islander people
- Ability to work with people from culturally and linguistically diverse backgrounds, including the use of telephone interpreter services
- Maintain a high quality of work with individuals and families as evidenced by well documented administration - case notes, support plans, reporting and brokerage use
- Maintain current knowledge of the options available and the issues contributing to the experience of homelessness (relevant housing legislation, trends in the housing sector and the impact and consequences of cultural differences) and apply this knowledge when developing and delivering client services

### **Staff Team**

- Proactive approach to developing trusting and effective relationships with colleagues
- Participate in staff and organisational meetings and planned activities
- Prepare for, and contribute to regular supervision, team meetings, appraisals and other Organisational meetings and training and a commitment to professional development and learning
- Work with accountability of work practices and professional development in relation to both direct work with clients and organisational practices and DVAC capability framework

### **Organisational Responsibilities**

- Work in accord with DVAC Policies, Procedures and Practice Guidelines
- Ensure the provision of culturally, gender and age-appropriate services to clients in accordance with service values and requirements
- Participate in the identification of trends to inform appropriate service development
- Advocate on behalf of the clients and the service within the funded area
- Participate in community engagement events and advocacy held by DVAC as required, such as those planned during Domestic and Family Violence Prevention Month, Sexual Violence Prevention Month and NAIDOC week
- Participate in internal Organisational meetings as required
- Comply and contribute to the established accountability systems in place in the organisation
- Ensure the provision of inclusive, safe and appropriate services to clients in accordance with DVAC values and practice framework
- Work within the Domestic and Family Violence Services Regulatory Framework and Investment Specifications
- Undertake any other duties as lawfully directed by Leadership.

## **Accountability**

The Housing Connector is required to work within the philosophy, objectives and policies of the organisation including:

- Working within a feminist framework
- Working as a member of the staff team
- Utilising consultative and collaborative processes

The Housing Connector is ultimately accountable to the Team Leader, though will also report to the Managers, CEO and Board as the employing body. The Housing Connector will comply with the established processes for

ensuring the transparency of all decisions and actions taken in the course of the work. The worker will also be accountable to the staff team and the people who use the service.

## Qualifications and Experience

- Possession (or near completion) of relevant tertiary qualifications in the human services field
- Demonstrated ability to achieve sustainable housing outcomes working with people in housing crisis, including the ability to think creatively to generate options and ideas.
- Demonstrated understanding of Domestic and Family Violence, including risk assessment, safety planning, crisis work, case management and advocacy
- Knowledge and skills to ensure the provision of inclusive, culturally, gender and age-appropriate services to clients
- Well-developed interpersonal and communication skills
- IT skills and be proficient in working with Microsoft Office programs
- Working knowledge of or the ability to acquire understanding of the Domestic & Family Violence Protection Act 2012 and knowledge of court and legislative proceedings as they relate to the Act would be desirable
- Current driver's licence, Blue Card and evidence of Covid Vaccination (or medical exemption)
- All DVAC staff are required to complete a National Police Check upon successful offer of position.

## Personal Attributes

- Passion for working with people who have experienced domestic and family violence in a rapidly changing, intensive, crisis driven environment
- Ability to remain calm and make professional assessments under pressure
- Ability to advocate while maintaining positive relationships with both stakeholders and colleagues
- Ability to be organised, prioritise and manage time effectively in the face of multiple demands
- Willingness to engage in honest, transparent, reflective and accountable practice
- Ability to connect daily crisis work with larger organisational goals and community outcomes
- Values which match the values and the feminist ethos of the organisation
- Ability to adapt to change and demonstrate resilience
- Demonstrates high ethical standards and integrity in all working relationships
- Ability to make effective decisions in a timely manner and to escalate as appropriate.

## DVAC Organisational Capabilities

- Understanding the nature, drivers and context of domestic, family and sexual violence and trauma
- Upholding dignity and value through healing-centred engagement
- Managing risk, prioritising safety, and recovery
- Working as part of an integrated system
- Demonstrating a reflective and self-aware approach