

## **Position Description: Client Services Officer – Housing**

This document should be read alongside the Position Application Information. If you have any questions please contact Terence Humphreys: [terence@twenty10.org.au](mailto:terence@twenty10.org.au) 02 8594 9550

<b>Advertising date:</b>	Monday 2 September, 2019
<b>Applications due:</b>	5pm Thursday 20 September, 2019
<b>Commencement:</b>	October 2019
<b>Position Title:</b>	Client Services Officer – Housing (CSO-H)
<b>Accountability:</b>	Client Services: Client Services Team (CST)
<b>Responsibility:</b>	This position is supervised by the Client Services Manager (CSM) and is accountable to the Governance Board through the Co-Executive Directors (Co-EDs).
<b>Award:</b>	<a href="#">Social, Community, Home Care and Disability Services Industry Award 2010</a> SCHADS
<b>Classification:</b>	Level 4
<b>Rate of Pay:</b>	Pay Point 1
<b>Hours of Work:</b>	48 hours/ fortnight ( 6 day fortnight)
<b>Contract Length:</b>	12 months, subject to continued funding
<b>Probation</b>	3 months
<b>Position review:</b>	Annual

Twenty10 is funded through time limited project funding. If funding was reduced or discontinued prior to the conclusion of agreed projects, then all staff positions will need to be reviewed, including the option of early termination due to lack of funding.

## **About Twenty10 inc. GLCS NSW**

Twenty10 incorporating GLCS NSW works with people who are LGBTIQ+ and others of diverse genders and sexualities, their families and communities.

We provide a range of specialised services for young people aged 12-25 including housing, mental health, counselling and social support. For adults we provide social support and for people of all ages we offer telephone support and webchat as the NSW provider for the national QLife project. We also offer inclusivity training and consulting for organisations and service providers across most sectors.

Our vision is a world where people of all genders, sexualities and intersex variations are equal, affirmed, secure and connected. They experience positive health outcomes and live in a society without discrimination, oppression or violence.

## **Summary of Position**

This position sits within the Client Services Team (CST) at Twenty10 inc. GLCS NSW, with the primary role of providing case management to young people residing in Twenty10's transitional accommodation. The CST work within a client centred, trauma informed practice framework to provide safer spaces and opportunities for LGBTIQ+ young people. The CSO-H shares responsibility for client intake, referrals and support across all client activities as well as providing specialist information to a wide range of stakeholders. All CST members are provided with individual supervision, clinical consultation and professional development opportunities.

## **Duties** (in descending order of time allocation)

### **Client Services**

- Case management: Work alongside housing clients to create, coordinate and review support plans
- Assist housing clients with moving, setting up and maintaining their properties
- Conduct triage, intake, assessments and referrals for potential clients
- Provide advocacy and co-case management within a multitude of systems, including both government and non-government agencies
- Engage and collaborate with support networks such as family, friends, service providers and community
- Provide specialist information and referrals through phone and email enquiries to a range of stakeholders
- Participate in CST meetings and work with other members of the CST to support clients across all programs at Twenty10
- Assist in running the drop-in program when required

- Assist in organising and facilitating group work, projects and event when required
- Provide crisis intervention management and support when required

### **Community Capacity Building**

- Develop and maintain stakeholder relationships and networks including participating in interagencies and service visits
- Promote Twenty10 to service providers and other stakeholders
- Recognise the needs of LGBTIQ+ young who are at risk of homelessness, and contribute to and provide feedback on capacity building resources, awareness resources
- Co-facilitate training and presentations when required

### **Quality Service Provision**

- Work to all quality standards and the vision and guiding principles of Twenty10 incorporating GLCS NSW. Every member of the Twenty10 team is involved in achieving this aim
- Understand and demonstrate evidence-based practice in all duties of the position
- Understand, apply and participate in the development and review of policy and procedures
- Operate within the Risk and Compliance framework outlined in organisation Policy and Procedure
- Participate and support client engagement in all levels of service planning
- Participate in individual and organisation evaluation processes
- Participate in professional development clinical consultation, supervision and performance reviews
- Be open to client and volunteer feedback about T10 services and workers, and communicate this feedback to the necessary supervisors, integrating this into service provision where appropriate
- Participate and support other staff, team and whole of organisation work and projects when required

### **Administration**

- Preparation and maintenance of client case notes and files, including electronic client management systems in line with legislation
- Complete regular administrative tasks in a timely manner including; timesheets, forms, reimbursement and petty cash form
- Reconciliation of own petty cash
- accountability requirements
- Maintenance of referral database

All staff may be required to perform other duties as required.

## **Skills and Experience**

### **Essential**

- Relevant tertiary qualifications or training in Community Services, Social Work or related health field and/or minimum of 3 years experience in case management
- Demonstrated capacity to work with young people, including those with or at risk of homelessness or marginalisation
- Demonstrated capacity to work with parents, caregivers and families
- Understanding of the issues impacting LGBTIQA+ young people
- Demonstrated capacity to work effectively with Aboriginal, Torres Strait Islander and culturally diverse communities
- Highly developed communication and organisational skills including demonstrated client data management systems literacy
- Demonstrated conceptual and strategic problem solving ability
- Demonstrated ability to work independently and as part of a team
- Working with Children Check and Current NSW Drivers Licence

### **Desirable**

- Experience working within a Reconnect or Specialist Homelessness Service
- Experience in provision of community education
- Willingness for occasional travel and/or working outside of regular hours