

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Tenancy Support Officer	Department	Private Tenancy Support Services, Community Services
Location	Osborne Park	Direct/Indirect Reports	NIL
Reports to	Manager, Private Tenancy Support, Youth and Family Services	Date Revised	4 th September 2018
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 3		

■ Position Summary

The primary responsibility of this position is the provision of tenancy support and advocacy to families and individuals living in private tenancies and vulnerable to homelessness.

This role requires staff to be multi-skilled and flexible, with a well-developed understanding of the issues and service needs relevant to the client group. The position requires the use of good verbal and non-verbal communication skills, including excellent interpersonal skills.

■ Position Responsibilities

Key Responsibilities

- Development of, and referral to, programs assisting with the improvement of daily living skills including: budgeting, home maintenance, shopping, cooking, nutrition and parenting
- Referral to appropriate support agencies
- Provide culturally appropriate referrals and life skills development courses
- Improve ability of clients to live independently in private rental accommodation
- Development of an advocacy framework to support tenants in maintaining their tenancy
- Attendance at case conferences with relevant organizations, government departments and real estate agencies
- Contribute to the maintenance and development of accurate service information.
- Assist in the maintenance and development of strong working relationships and partnerships with agencies providing similar or complementary services
- Quality reports in accordance with funding requirements
- Referrals to Red Cross and other existing volunteer support programs
- Represent the Red Cross at inter-agency meetings with local councils, government departments and community organisations
- Ensure that service records and statistics are accurately maintained and produce reports, statistics and service information, as required
- Continually contributes and supports Volunteers, Members and Staff

Technical Competencies

- Work experience in mental health, disability, and/or community care sectors
- Case management experience
- Experience in working with vulnerable families and individuals

Qualifications/Licenses

- National Police Check
- Current WA Driver's Licence

DESIRABLE:

- Graduate qualifications in social science, humanities or related disciplines
- Demonstrated knowledge of homelessness in WA

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system

- Undertake a police check prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters