








## Role description

Role Title	Family Housing Specialist
Team	Integrated Family Housing
Location	Slacks Creek and Jimboomba
Classification Level	Level 5
Reports to	Integration Manager - Housing and Homelessness

**Our Vision** - Building independence and participation.

**Our Purpose** - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
  -  **Integrity** - we act honestly and openly
  -  **Optimism** - we think and act with confidence about people and the future
  -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
  -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

*We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.*

### Primary purpose

The Housing Specialist assists people who are homeless or at risk of homelessness to secure and maintain housing. The position will work with a Family worker across our Families teams to provide a seamless service for each family and will advise colleagues about housing-related matters as necessary.

On occasions, if there is capacity, the Housing Specialist will support other families' teams at YFS.

## Key accountabilities

### Service delivery

- Provide purposeful and tailored support, working with families to get housing for clients who are homeless or at risk of homelessness.
- Work with clients to enable them to establish and maintain tenancies.
- 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 in developing and delivering client services.

### External relationships

- Promote YFS Families teams and other YFS services and the organisation to external stakeholders.
- Liaise with other agencies and services to better address the housing needs of clients and improve the quality of available services.
- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

### Leadership and values

- Apply YFS values, ethics, policies and procedures across all work practices. Contribute to the resolution of work-related matters by being honest, approachable and responsive.

### Teamwork and collaboration

- Contribute to the development of cohesive team environments by participating in meetings, scheduled activities and team processes. Share information, communicate and present ideas in team meetings.
- Work with other team members to implement new and/or adapt existing work methods to improve service delivery. Identify and respond to changing needs of clients and/or YFS.
- Collaborate with other work areas in delivering services to clients.
- Provide other team members with specialised information, advice and education in relation to housing, delivering support and supervision of their housing related work when necessary.

### Professional accountability

- In collaboration with Families teams managers, plan, manage, schedule own work and monitor progress against agreed plans and outcomes.
- Use YFS and partner information and resources accountably in carrying out activities.
- Undertake work in accordance with team standards, YFS policies, protocols and procedures, including workplace health and safety, risk management and relevant legislative requirements.
- Work within the standards and principles of safeguarding children and vulnerable adults.

### Problem solving and decision making

- Identify and resolve problems, and contribute to improving working processes and procedures to improve service delivery to clients.

## Administration

- Enter data, maintain records and complete documents in line with YFS document management and record keeping procedures.

## Cultural respect

- Acknowledge the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

## Relevant skills, knowledge and experience

### Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

### Knowledge and experience specific to the role

- Demonstrated ability to achieve sustainable housing outcomes working with people in housing crisis, including the ability to think creatively to generate options and ideas.
- Sound knowledge of the issues contributing to the experience of homelessness, relevant housing legislation, trends in the housing sector, and the impact and consequences of cultural differences on homelessness.
- Well-developed interpersonal communication skills to engage with a wide range of stakeholders including service consumers, community organisations, government bodies and the wider community including relating to people from diverse cultural and socio-economic backgrounds.
- Good written communication skills to write correspondence and prepare short reports.
- Team working skills with the ability to contribute to a productive, collaborative and harmonious multi-disciplinary team working environment.
- Administrative and organisational skills to plan and prioritise work, maintain accurate records/documentation, and adjust plans to changing circumstances/shifting priorities.
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.

### Other role requirements

- Work out of hours when required to respond to client needs (e.g. to assist with lodging housing application or attending appointments)
- Current Queensland C Class driver's license
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check
- Participation in Housing Governance review meetings and YFS Housing in-service and professional development

### Additional information

An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All employees are required to observe YFS' policies and procedures. Employment in the position will be subject to an annual performance plan and review, with initial appointment subject to a probationary period of five months.