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Role description

Role Title	Housing Specialist – Centre-based
Team	Centre-based Connect Homelessness Support
Location	Slacks Creek
Classification Level	4
Reports to	Program Manager – Centre-based Connect 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 Centre-based Connect Homelessness support team provides assessment, support and referral for people who are homeless or at risk of homelessness, with the goal of backing people to access suitable housing options.

The Centre-based Connect Housing Specialist provides intake, assessment, casework, and support services, working in our premises at Slacks Creek. The role provides information, advice, referral, and advocacy for large numbers of people, as well as case planning and case work for people who need additional support to navigate the housing market.

The Centre-based Connect workers have a varied role combining a fast-paced high-volume information and advice service as well as brief intervention support. The team works closely with YFS' other housing and financial services.

Key accountabilities

Service delivery

- Conduct high quality screening and initial assessment of people contacting YFS for support with housing-related matters.
- Develop case plans in conjunction with participants and implement strategies that support them to achieve the housing goals.
- Refer to other specialist services in line with each person's goals and needs.
- Assess and allocate brokerage assistance requests to support immediate and sustainable housing outcomes, within budget and program guidelines.
- Maintain current knowledge of housing legislation, trends, and opportunities in order to support people to achieve sustainable housing outcomes.

External relationships

- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients, in particular focusing on short and long-term housing pathways.
- 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 developing a cohesive team 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.

Professional accountability

- Use YFS and partner information and resources accountably.
- Undertake work in accordance with team standards and 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

- Qualifications in Community Services Work/Human Services or relevant experience.

Knowledge and experience specific to the role

- Demonstrated knowledge, understanding and experience of the current housing crisis and its impact on clients looking for housing solutions.
- Proven experience in person centred case work service delivery
- Well-developed interpersonal communication skills to engage with a range of people including people from diverse cultural and socio-economic backgrounds.
- Effective written communication skills to write correspondence and prepare short reports.
- Team work skills with the ability to contribute to a productive and harmonious team environment.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities.
- Refer to the level 4 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements

- Current Queensland C Class driver licence
- Current Positive Notice Blue Card
- Current National Police Check.

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.