








## Role description

Role Title	Housing Specialist
Team	Immediate Housing Response
Location	Slacks Creek
Classification Level	5
Reports to	Program Manager - Immediate Housing Response

**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

This role assists people in crisis to address their immediate housing needs through access to intensive case management support and brokerage under the Immediate Housing Response for Families (IHRF) and Immediate Housing Response – Individuals and Couples (IHR) programs.

## Key accountabilities

### Service delivery

- Provide purposeful and tailored case managed services working with each client to identify their goals and needs, assess and monitor client progress, and develop and implement practical, strengths-based collaborative interventions; participate in case conferences
- Maintain current 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) and apply this knowledge in developing and delivering client services
- Deliver crisis response and appropriate referrals to families experiencing homelessness
- Source and refer to crisis housing options
- High-level interpersonal communication skills
- Demonstrated understanding of trauma and disadvantage and their impacts on clients, relevant to the role
- Conduct Risk assessments, including assessment of suicide risk and violence risk. Providing follow up support if required and communicating all risk with Line Manager
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively, and to manage competing demands and priorities
- Accurate record management using SRS, QHIP and Microsoft applications including Word and Excel.

### External relationships

- 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 including but not limited to temporary accommodation providers, hotels and motels.

### 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 a Child Safe Organisation.

### 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

- Experience in person centred case management service delivery with a demonstrated ability to respond to the needs of people in housing crisis, able to think creatively (generate options and ideas) in providing client services.
- 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 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.

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### Other role requirements

- Current Queensland C Class driver licence
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check.

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### 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.