

Position title	Key Worker HASI	Reference	KWH.W.DCS
Award & Classification	Social, Community, Home Care and Disability Services Award Level 4	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Program Manager HASI
Location	Darwin	Program	HASI
Section	Darwin Community Services	Cost Centre	
Approved	Terry Cleary	Date	January 2018
Comment	This role will require working in a diverse range of settings including but not limited to, a person's home, Garaworra Housing Service and other community settings. This position will require participation in the shared 24/7 On Call roster and involves flexibility in working outside business hours.		

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

The Housing Support Accommodation Initiative (HASI) is a partnership program between Anglicare NT, Department of Housing and Community Development, (DHDC) and Top End Mental Health Services (TEMHS), providing recovery focused wraparound care to support people living in public housing in Darwin, Palmerston and Casuarina to sustain their tenancies.

Key Workers are responsible for working closely with each individual, their carers and other NT HASI Program partners to enable each person to reach the recovery goals identified in their Individual Recovery Plan. The Key Worker will provide intensive 'in-home' and community non-clinical psychosocial support, assisting each person to best manage their mental illness and maintain their tenancy. Key Workers will also work with each person to identify and fulfill their personal goals and aspirations, and provide support to engage in education, training and employment, as well as social and recreational activities within their community.

This position will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's speciality area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is Certificate IV in in Mental Health or equivalent Community Services and 3 years' experience in the Mental Health /Community Services sector
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome.

4. Northern Territory driver's licence.
5. First Aid Certificate or willingness to obtain within 3 months.

KEY SELECTION CRITERIA

1. A high level of knowledge and experience in the delivery of community mental health rehabilitation services and/or community housing programs for people who are homeless or at risk of homelessness.
2. Demonstrated knowledge and experience in implementing culturally appropriate case management practice within a recovery focused framework.
3. An understanding of recovery and/or housing issues for people with psychiatric disabilities and the impact of mental health conditions on individuals, families and carers.
4. A commitment to and experience in working from a client centred, strengths based approach.
5. Ability to engage and build respectful and trusting relationships with people to assist them to identify their rights, needs, strengths and opportunities.
6. Demonstrated experience in developing and maintaining co-operative working relationships with external agencies and providers to optimise client service delivery and referral.
7. Demonstrated experience in collaborative practice and working in partnerships.
8. Effective networking skills - ability to work with local service systems to improve responsiveness to the target group.
9. Demonstrated skills in working with Microsoft Office programs including Word, Excel and Outlook and Client Management systems.
10. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
11. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. Accountability: Quality Service Delivery

Provide quality, timely and professional services, ensuring good practices are applied and contract obligations are met.

Responsibilities:

- Negotiate the Individual Recovery Plan (complimentary to the mental health care plan) with the individual and TEMHS case manager, in consultation with DHCD, to identify the person's goals and aspirations.
- Monitor changes in each participants situation that may affect their mental health care plan, Individual Recovery Plan or services provided by other agencies.
- Participate in joint reviews of the mental health care plan with relevant service providers, the participant and/or carer or significant other, where relevant.
- Actively promote and facilitate client involvement in the delivery and evaluation of the support provision.
- Provide support and advocacy in tenancy issues for participants, including liaising with DHCD whilst assisting them to maintain maximum independence.

- Provide information and direct practical support to assist participants in gaining/maintaining independent living skills in areas such as, cooking, nutrition, personal care, budgeting skills, shopping, maintaining the home and utilising public transport.
- Provide information and direct practical support to assist participants to engage in meaningful activity, including social and recreational, volunteering, work experience, training and job opportunities.
- Enhance participants capacity to engage in in meaningful activity in the community by supporting them to develop interpersonal skills.
- Actively promote and advocate for the rights of people with psychiatric disabilities within the service network and the general community.

2. Accountability: Quality Systems & Continuous Improvement

Assist in the development and implement quality operational systems in a continuous improvement approach to work practices.

Responsibilities:

- Develop and provide innovative and flexible services and practices in response to changing participant needs.
- Receive and respond to feedback and comments from participants to ensure they have the strongest opportunities for self-direction.
- Undertake safety and risk audits in relation to direct service delivery, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.

3. Accountability: Team Collaboration

Contribute to the overall performance of the team and organisation through communicating and interacting effectively with others.

Responsibilities:

- Actively contribute to the development, delivery and maintenance of a high functioning and responsive team to ensure high quality outcomes for clients and stakeholders.
- Promote and maintain a positive and collaborative work environment between the Housing Options Pathways Program and Garaworra Housing Services teams.
- Identify opportunities to integrate and work collaboratively across teams and other programs within Anglicare NT.

4. Accountability: Administration

Complete administration tasks, documentation, and data reporting in line with Anglicare NT policies and procedures.

Responsibilities:

- Maintain comprehensive client documentation, ensuring client data is and client file records are up to date, in good order and filed correctly.
- Contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and client feedback.
- Complete all reporting of incidents and hazards within Anglicare NT WHS reporting requirements.

5. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.

- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).