

**1. Position Identification**

<b>Title:</b>	Support Services Coordinator	<b>FHL Level:</b>	6
<b>Department:</b>	Community Services	<b>Agreement/Award:</b>	EBA
<b>Reporting to:</b> <i>(Position)</i>	Community Services Manager	<b>Date last updated:</b> <b>By whom:</b>	29 April 2021 Community Services Manager

**2. Purpose of Position**

The Support Service Coordinator works with clients who are living in Foundation Housing (FHL) accommodation and are at risk of returning to primary homelessness, to achieve and maintain long term, secure, stable accommodation by linking clients with mental health and other mainstream services, to address the issues that contribute to their homelessness.

**3. Key Working Relationships**

<b>Internal:</b> Community Services Manager Community Services Team Team Leader Lodging & Residences Tenancy Services Allocations	<b>External:</b> External Social Support Agencies State (WA) Street to Home Support Network
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**4. Accountabilities and Responsibilities**

- Provision of assertive inreach, support coordination and/or case management support to 20 – 25 clients per annum with support periods between 6 – 12 months.
- Conduct initial assessment of needs with the referring officer upon receipt of Street to Home referral.
- Provide a flexible client centred approach to initial engagement and support coordination
- Provide support and assistance to clients to achieve their goals.
- Develop action plans, including exit plans when appropriate.
- Assist clients to engage with or continue treatment in health, mental health, and/or drug and alcohol services, (in collaboration with the Mobile Clinical Outreach Team as required).
- To register suitable clients on the Department of Communities waitlist under the National Partnership Agreement on Homelessness by making sure all forms have been completed and lodged.
- Provide ongoing support to ensure clients maintain their residency with FHL (i.e. assisting clients to establish a home, and / or acquire household effects through brokerage funds).
- Ensure all client records in the shared drive, Tenancy Management System and information exchange are up to date and are readily available.
- Assist Street to Home clients in accessing information & resources, advocacy services and mainstream support services as early intervention and prevention of becoming homeless again.
- Arrange scheduled appointments/site visits on a regular basis in order to maintain effective relationships with Lodging Coordinators and Residents.
- Establish effective networks with community-based support and housing providers.

## Job Description

- Represent FHL in local forums, meetings and events as required.

### 5. Culture and Values

#### **Solution Focused**

We work together to find solutions that benefit our people and customers

#### **Caring**

We care for others and display empathy, fairness and respect

#### **Honest**

We act with integrity and own our decisions

### 6. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to:

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR

### 7. Work Related Requirements/Selection Criteria

#### **Essential Criteria**

- Case management experience.
- Experience with engagement of resistant clients.
- Experience and commitment to provision of client centred and collaborative approaches.
- Demonstrated ability to work with a diverse range of clients.
- Excellent time management skills.
- Excellent communication skills (both written and verbal) and interpersonal skills.
- Intermediate computer knowledge, including Microsoft office and client database management systems.

#### **Work Related Requirements**

- WA Drivers Licence.
- National Police Clearance.

#### **Desirable Criteria**

- Degree qualification in social work, community services or relevant discipline.
- Knowledge of motivational interviewing techniques.
- Knowledge of trauma informed approaches.
- Knowledge of Housing First principles and approaches.
- An understanding of tenancy management within the public and social housing sector.

## Job Description

### 8. Position Dimensions

<b>Number of staff directly reporting to position</b>	Nil
<b>Work Locations</b>	Travel across the metropolitan area where FHL properties are located

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_