



Ph: 07 3826 1500
 Email: yfs@yfs.org.au
Feedback line: 07 3826 1596
 PO Box 727 Woodridge Qld 4114
 www.yfs.org.au

ROLE DESCRIPTION

Role Title	Housing Specialist
Team	Housing 1 st
Location	Slacks Creek
Classification Level	4
Reports to	

OUR VISION AND 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



Building independence and participation.

YFS is a not for profit organisation that backs vulnerable people in the Logan and surrounding area to overcome adversity and to thrive.

Since 1983 we have been building people's capacity to live independently and participate in our local community through a range of initiatives and services. These include social enterprises that build employment prospects, programs that help homeless people get into long-term housing and initiatives to reduce the prevalence of domestic and family violence.

Vision for Reconciliation

YFS has a long history of working with and empowering First Nations peoples. As a mainstream community-based organisation, the Board and staff recognise our role in contributing to closing the gap and improving the lives of First Nations people in our community. 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.

Primary Purpose

The Housing Specialist assists people who are homeless or at risk of homelessness through intensive case management to secure and maintain housing and make links to community services.



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
- Work with clients to enable them to establish and maintain tenancies
- 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.

External Relationships

- Promote YFS Housing 1st. 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 a cohesive team environment 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
- Collaborates with other work areas in delivering services to clients.

Professional Accountability

- 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.

Problem Solving and Decision Making

- Identify and resolve problems, 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 4 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.

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.