



POSITION DESCRIPTION

INTAKE COORDINATOR

ABORIGINAL COMMUNITY HOME CONNECT PROGRAM

OVERVIEW

PROGRAM: STRATEGY AND PERFORMANCE

POSITION REPORTS TO: MANAGER, ABORIGINAL COMMUNITY HOME CONNECT PROGRAM

ORGANISATION CONTEXT:

Aboriginal Housing Victoria (AHV) is an Aboriginal community organisation responsible for managing more than 1,500 rental properties for Aboriginal and /or Torres Strait Islander people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na worn-tyeen maar-takoort*. As the housing and homeless policy lead in the Victorian Aboriginal community, AHV has responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal landlord, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

VALUES:

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, to each other and to the Aboriginal and non-Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with each other

AHV has a zero tolerance approach to violence of any kind. AHV is committed to promoting and protecting the interests and safety of children.

PROGRAM INFORMATION:

The COVID-19 crisis has increased the vulnerability of Aboriginal households. The pandemic and the subsequent restrictions have increased social isolation and dislocation, in turn exacerbating the problems inherent in the current service system, which is too often fragmented and lacking reach. Coercive services such as child protection engage episodically in crisis, and clients disengage. Voluntary services, such as Elder care, which rely heavily on personal relationships are easily broken and lost. Vulnerable clients needing the protection of state systems are at very high risk, but more generally children and families who are currently only marginally connected to mainstream services and systems are those most likely to become disconnected. Put simply, those at risk can quickly become invisible and lost to education, training and service systems.

The Aboriginal Home Connect program is a new 6-month project responsible for delivering welfare and education checks to 1,565 AHV households and 2,754 Aboriginal public housing households through at least fortnightly telephone or other forms of internet contact over a six month period. The project has the potential to reach 10,000 Aboriginal people residing in AHV and public housing. The project aims to gather valuable information on those householders who may choose to continue to self-isolate until a vaccination is widely available.

Aboriginal Community Home Connect program, through telephone and internet contact with Aboriginal social housing households across Victoria providing:

- Immediate support, assistance and service referral;
- Maintains social and community connection;
- Builds cultural strength and resilience that lasts beyond the pre-vaccination COVID-19 crisis

AHV will be the lead agency and deliver the project in partnership with VACCA and VAEAI.

PURPOSE OF THE POSITION:

Reporting to the Manager, Aboriginal Community Home Connect, this position will develop relevant policy, processes and service information; triage new referrals and respond to complex issues; engage in service planning; coordinate referrals; and work collaboratively with the Aboriginal Community Home Connect team to support risk assessment and planning.

By intervening early and maintaining social and community connection, the project will minimise negative long-term outcomes such as engagement with child protection services, homelessness services and the justice system, while supporting referral and access to health and community services, as required.

KEY RESPONSIBILITIES

- Provide a first point of contact and conduct initial telephone screening for AHV households and Aboriginal public housing households;
 - Determine complexity and urgency of response required and action accordingly;
 - Undertake initial Identification and assessment of families at risk of family violence, and prioritising the safety of woman and children;
 - Undertake welfare checks, including physical and mental health, financial, housing;
 - Support the establishment of positive social connection via phone calls and the ability to have a yarn with Aboriginal social housing households;
 - Coordinating the case load of the other members of the Aboriginal Home Community Connect project;
 - Provide plain English information on and access to, resources and support;
 - Gather information on issues impacting on Aboriginal tenants and providing aggregated data to policy makers and program managers;
 - Work with the Manager, aggregating monthly data for consideration by the COVID-19 Aboriginal Task Force, so that issues can be identified and action taken;
 - Minimise the negative impact on Aboriginal people of post COVID-19 economic contraction.
 - Inform future strategies should a COVID 'like' event occur in the future.
 - Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills.
 - Exercise a duty of care to work, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
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QUALIFICATIONS AND LICENSES

- A relevant tertiary qualification or experience is required.
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KEY SELECTION CRITERIA

- Relevant experience within the Community Services Sector specifically the Aboriginal and Torres Strait Islander community.
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- High level interpersonal and communication skills, including the ability to work collaboratively within and across teams to ensure the completion of common goals.
- Demonstrated ability to clearly and concisely present information both in writing and verbally, together with the ability to communicate complex concepts to a broad audience.
- Demonstrated analytical, problem solving and negotiation skills, particularly when working with a diverse range of stakeholders.
- Demonstrated experience in working in crisis response initial assessment, including the ability to remain calm, positive and task focused
- Ability to identify and assess family violence risk; to complete safety planning and priorities safety of women and children.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- A current National Police records check and relevant valid state Working with Children Check are required
- Attend mandatory and other training as required.