



## Housing Support Officer

<b>POSITION:</b>	Housing Support Officer
<b>HOURS:</b>	Full time, part time and casual positions
<b>SALARY:</b>	\$40,459 - \$47,285 pa FTE (Salary Sacrifice available)
<b>LOCATION:</b>	Alice Springs
<b>RESPONSIBLE TO:</b>	General Manager
<b>ENQUIRIES:</b>	(08) 8950 4601

### PRIMARY OBJECTIVE:

To work alongside participants experiencing mental illness to focus on developing housing skills to assist them in accessing and maintaining their housing and broader psycho-social needs. The program may offer short term housing where training in situ will be provided with a focus on tenancy management. Outreach support will also be provided to participants who meet the criteria who are not placed in crisis/transitional accommodation.

To assist participants to enhance the quality of their lives and ability to live independently with a focus on self-determined recovery. This requires assisting in setting goals and tasks that can improve or recover mental wellness, develop or rediscover social skills, raise awareness about mental health, improve access to training and employment opportunities, encourage participation within the community through active engagement. Assistance will focus on tenancy management and may include support with life skills, medication, respite, financial management, education, vocation, accommodation and employment.

### Program Criteria:

- have a diagnosed mental illness or suspicion of one
- have a functional impairment that has resulted in a psychiatric disability
- be homeless or at risk of becoming homeless
- be willing to receive support

The program offers access to crisis/transitional housing that will enable training in-situ for 2 month periods to participants accessing MHACA accommodation options.

### GENERAL RESPONSIBILITIES:

As a multi-disciplinary team member the Housing Support Officer will work in a designated service area to provide effective recovery-focused supports to participants.

The Housing Support Officers work under the direction of the General Manager in collaboration with the Service Manager and other programs to further the aims of the organisation in accordance with the overall Strategic Plan, Funding agreements and the current Policies and Procedures.

## KEY RESPONSIBILITIES

1. To assist in the delivery of psychosocial support in line with the Homelessness Housing and Support program guidelines and directed by the General Manager.
2. To work with participants to develop and enhance their ability to live independently in the community through self- directed strategies and skill development.
3. To develop a working partnership with each participant.
4. To assist the participant to identify their needs by;
  - i) Assessing criteria to engage with MHACA;
  - ii) Completing relevant assessment tools and plans
  - iii) Active planning for discharge from acceptance date
  - iv) Regularly reviewing participant plans and assisting in the completion of participant evaluations.
5. To provide support through designated training in the key life skills domain and tenancy management through direct one-on-one support work that is guided by a care plan.
6. To provide orientation to MHACA services which include the Homelessness Housing and Support program and complete tenancy agreements and associated paperwork.
7. Transport *assistance* and escorting participants to appointments is provided in circumstances where clients are not able to access MHACA, or appointments with other services, without assistance such as in extreme weather conditions or due to poor physical or mental health.
8. To assist participants to identify options for alternative services within the community including identifying training or employment opportunities with relevant agencies.
9. To undertake general administration, file keeping and data recording in line with MHACA documentation requirements within National Mental Health Standards.
10. Participate in structured case management by working collaboratively with the clinical teams of Central Australian Mental Health Services (CAMHS) and other appropriate agencies by attending individual case conferences to facilitate the progress against the participant's care plan. To report any client concerns and risks to assigned CAMHS practitioners or General Practitioners.
11. To attend relevant meetings including monthly interagency meetings, monthly in-service training meetings with colleagues relevant to service delivery and attend monthly staff meetings to report on program delivery.
12. Provide relevant cover in the absence of colleagues and their respective participant caseload in collaboration with team members.
13. Provide advocacy as needed and when requested.
14. To research ideas and activities that will help to develop skills, support interests and provide opportunities for socialisation and connections with community.
15. To provide education and information about mental health and the impact on mental health of particular lifestyle choices including the consideration of alternative therapies and opportunities to alleviate mental health conditions and enhance wellness.
16. Ensure accessibility and responsiveness to marginalised groups, women and culturally diverse client groups.
17. To develop and review work-plan actions through regular supervision with the General Manager.

## **ESSENTIAL CRITERIA**

*(required to demonstrate)*

- Field experience/qualification in Mental Health or Housing, related area – eg education, welfare, disability
- A commitment to and interest in working with people with mental ill-health
- An understanding of the issues that impact on people experiencing mental ill-health
- Demonstrated ability to collaborate well with representatives from key agencies, community groups, Government and non-government organisations
- Knowledge of basic counselling skills
- Knowledge of current legislation pertaining to mental health practice
- A knowledge and understanding of the National Mental Health Strategies, Services Standards and Recovery Framework
- High level of written and oral expression
- Demonstrated time management and organisational skills
- Computer and report writing skills
- Ability to work independently and within a team environment.
- Current NT Drivers License

## **DESIRABLE CRITERIA**

- Tertiary Qualification relevant to Mental Health
- Qualification or experience relevant to psychosocial rehabilitation
- Experience in cross-cultural environment
- Understanding of and ability to speak one or more Central Australian language group

**For further information please contact Sue Coombs on (08) 8950 4610.  
Applications must address the Selection Criteria and include a resume  
and contact details of two current referees.**

**Please forward to:  
Mental Health Association of Central Australia  
PO Box 2326, ALICE SPRINGS, NT 0871,  
Email: [sue.coombs@mhaca.org.au](mailto:sue.coombs@mhaca.org.au)  
or deliver to 65 Hartley Street, Alice Springs**

**Closing Date: Friday 13<sup>th</sup> August 2010**