



MHACA

Mental Health Association of Central Australia
14 Lindsay Avenue, Alice Springs | PO Box 2326 Alice Springs NT 0871
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Housing and Homelessness Support Worker

POSITION:	Housing and Homelessness Support Worker
HOURS:	Full-time: 38 hours per week
CLASSIFICATION:	MHACA EBA Level 4 (\$82,863.96 - \$89,170.56) Plus Salary Sacrifice
LOCATION:	Alice Springs
REPORTS TO:	Housing and Homelessness Manager
ENQUIRIES:	(08) 8950 4600

About MHACA

MHACA is a specialist psychosocial recovery and mental health promotion organisation with a strong presence and reputation in the community. We strive to make a difference in the lives of people with mental health challenges by supporting participant-driven mental health recovery. Our support services and health promotion programs aim to enhance the mental health and wellbeing of people living in Central Australia through:

- NDIS funded support coordination, capacity building, living skills and recreational activities
- individual and group supports for people experiencing mental health issues
- tenancy support for people experiencing mental health issues who are homeless or at risk of homelessness
- a Day Program offering a Drop-in Centre, group activities and peer support
- mental health promotion campaigns to reduce stigma and encourage help-seeking
- suicide prevention networks and events
- training in mental health first aid, suicide intervention, workplace health and related areas.
- advocacy for improved services at local, State and National levels.

Position Summary

MHACA has a long history of advocating for safe, secure, and affordable housing, and the need for adequate support for tenants with mental health challenges. MHACA currently runs a Tenancy Support Program (TSP) and the Housing and Psychosocial Support Program (HPSP).

The TSP is a person-centred, short-term program that supports people who are homeless or facing homelessness to find safe and secure accommodation. The Program develops a tailored plan to meet the specific needs of people and to help sustain their tenancies including through advocacy, case management, financial planning and referrals to other services.

The HPSP is based on the Housing First principles to deliver focused intervention aimed at assisting people to access stable housing with coordinated wrap around support arrangements. The objective of the project is to provide a stable environment that fosters the participant's recovery and supports them to stabilise their housing situation.

Key Responsibilities

The Housing and Homelessness Support Worker will:

- Work with individuals whose tenancy is at risk by supporting them to build skills and the knowledge necessary to maintain long-term stable tenancies.
- Support those experiencing homelessness to access appropriate housing and overcome barriers to securing and maintaining tenancies.
- Work with individuals to manage tenancy issues such as financial arrears, property standards, anti-social behaviour, and adherence to the conditions of the tenancy agreement.
- Provide appropriate and correct tenancy related information to program participants.
- Conduct assessments of new program participants and work with them to develop individualised support plans to maximise their chances of maintaining their tenancies.
- Create and maintain up to date detailed client files, case notes, case management plans and reports on program participants.
- Conduct referrals for program participants to appropriate programs and services both within and outside of MHACA.
- Collaborate with other community partner organisations to achieve the participant's recovery goals.
- Build capacity, utilise a strengths-based approach and encourage self-determination and resilience.
- Advocate on behalf of program participants and negotiate with Government and non-Government Services, landlords, co-tenants, and other housing providers.
- Attend internal and external meetings and advocate on behalf of MHACA as required by the Programs Manager.
- Ensure the confidentiality, shared personal information and rights of individual is respected and always regarded.
- Actively participate in the MHACA's quality, safety, and risk management activities.
- Any other duties which may reasonably be expected in relation to the role.

Selection Criteria

Essential

- Qualifications in mental health, health, social/community services and/or commensurate work experience in these areas or similar.
- The ability to work effectively and empathetically with individuals from diverse backgrounds, cultures and abilities.
- A demonstrated person-centered, recovery-focused, strength-based approach to participants' care based on a sound understanding of mental health and illness.
- Good time management, including independently establishing and managing work priorities and organisational skills.
- Highly developed interpersonal communication skills.
- Effective written communication skills, including computer literacy and report writing.
- Current NT Driver's License.

Desirable

- Experience working with people who are homeless or have difficulty sustaining their tenancy.
- Knowledge of local service providers that can assist those experiencing homelessness or at risk of homelessness in Central Australia.
- Experience and/or understanding of issues impacting on Aboriginal and Torres Strait Islander people regarding their social and emotional wellbeing.
- Knowledge of Australian Mental Health Standards and schemes such as the National Mental Health

Standards, National Mental Health Strategy and NDIS.

MHACA Employment Benefits:

- A competitive Salary that is above award
- Salary Packaging meaning a large amount of your package is tax free
- 6 weeks' annual leave and leave loading
- Superannuation
- Annual Wellbeing Allowance of \$400
- 11 days of personal leave
- Access to an Employment Assistance Program
- Monthly supervision
- A comprehensive Learning and Development Program
- Flexible work hours in appropriate circumstances

Conditions of Employment

- The successful applicant will be required to undergo a Police Check, and NDIS Worker Screening.

For further information please contact Edson Chigaba on (08) 8950 4600 or email edson.chigaba@mhaca.org.au
Or visit the MHACA website on www.mhaca.org.au

Applications must address the Selection Criteria and include a resume and contact details of 3 current referees.
Please forward to HR@mhaca.org.au or deliver to 14 Lindsay Avenue, Alice Springs.

Applications close 4pm Friday 19 April 2024.