



MHACA

Mental Health Association of Central Australia

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POSITION: Housing and Homelessness Support Worker
SALARY LEVEL: \$93,201.99 - \$100,286.94 (MHACA EBA/SCHADS Level 4) + 12% super
POSITION HOURS: 38hrs a week. Full time and ongoing.
TEAM: Housing and Homelessness
REPORTING TO: Housing and Homelessness Manager/Acting Aftercare Manager
LOCATION: Alice Springs, onsite at MHACA
POSITION REVIEWED: September 2026

ABOUT MHACA

We are a leading Northern Territory community-managed organisation offering psychosocial support services, NDIS services, suicide prevention training and health promotion initiatives aimed at enhancing the mental health and wellbeing of people living in Central Australia. We specialise in psychosocial recovery and mental health promotion with a strong community presence and reputation.

ABOUT THE ROLE

ROLE DESCRIPTION	• The Housing and Homelessness Support Worker will support people who live with mental health challenges who are homeless or facing homelessness to access safe and secure accommodation. • The Housing and Homelessness Support Worker will help people to sustain tenancies through advocacy, case management, financial planning, living skills education and referrals to other services. • The Housing and Homelessness Support Worker will utilise a strengths-based, culturally appropriate and trauma informed approach to identify participant goals and develop support plans. • The Housing and Homelessness Support Worker will use and complete assessment tools specific to identifying psychosocial barriers. The case worker will then develop a comprehensive plan to collaborate with support services.
TEAM DESCRIPTION	• MHACA's Housing and Homelessness Team advocates for safe, secure, and affordable housing, and the need for adequate support for tenants with mental health challenges. • The Housing and Homelessness Team aims to facilitate a stable housing environment that fosters the participant's mental health recovery. • The Housing and Homelessness team deliver two programs, the Tenancy Sustainability Program and Housing Psychosocial Support program. • The Housing team works collaboratively with other service providers to provide coordinated support that increases the wellbeing of participants.

Mental Health Matters

	• The Housing team actively participate in team meetings, training, client review and supervision sessions to review client progress with a desire to work collaboratively and respectfully with other case workers. • The Housing and Homelessness Support Worker will step in to assist the team broadly as needed.
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RESPONSIBILITIES

ROLE RESPONSIBILITIES	• 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. • Utilise a strengths-based, culturally appropriate and trauma informed approach to identify participant goals and develop support plans. • Conduct assessments and implement referrals to services both internal and external to MHACA. • Work with individuals to manage tenancy issues such as financial arrears, property standards, and adherence to the conditions of the tenancy agreement. • Create and maintain up to date detailed case notes, support plans and case management records. Maintain data entry into internal systems and the SHIP portal and complete monthly reporting requirements. • Effectively manage a portfolio of clients using strong time management skills, prioritising tasks and meeting deadlines. • Collaborate with and refer to other community partnered organisations to achieve the participant's recovery goals. • Advocate on behalf of program participants and negotiate with Government and non-Government services, landlords, co-tenants, and other housing providers to sustain tenancy. • Facilitate, coordinate and attend internal and external case meetings and advocate on behalf of MHACA as required by the Programs Manager.
GENERAL RESPONSIBILITIES	• Work in accordance with MHACA's strategic direction and uphold our values. • Work directly with and advocate for the interests of MHACA participants, some who have complex histories and behaviours. • Undertake professional development in line with MHACA's Learning and Development Framework. • Represent and promote MHACA in the wider community. • Actively participate in all staff meetings and training. • Provide assistance in MHACA's Day Program as required.
WORK, HEALTH & SAFETY QUALITY ASSURANCE	• Contribute to MHACA's Quality Committee and Work Health Safety Committee as required. • Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks, MHACA Policies and Procedures. • Actively participate in the organisation's quality, safety and risk management systems.

	- Identify and report hazards and risks and engage in organisational WHS activities. - Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace. - This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 10kg may be required. - This role is also required to be physically present at the participants' home, to demonstrate and guide participants on how to care for the property.
VALUES & BEHAVIOURS	- Conduct all work in line with MHACA values which are: BELONGING: Connection - Relationships - Community - Collaboration HOPE: Optimistic - Courage - Goals - Change RESPECT: Listen - Kindness - Fairness - Inclusive HONESTY: Trust - Integrity - Transparent – Accountable - Adhere to and apply strict confidentiality practices and guidelines to all participant, staff and organisational sensitive information.

SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

ESSENTIAL	- Qualifications in mental health, health, social, community services and/or commensurate work experience in these areas. - Experience in case management of people that includes psychosocial factors. - Demonstrated ability to prioritise a portfolio of participants/clients that required complex case management, coordination and planning. - Demonstrated understanding of tenancy management and the homelessness sector. - Experience in developing and maintaining effective stakeholder relationships. - Excellent communication, time management and organisational skills. - Ability to work within a team environment and independently. - Experience in working in a cross-cultural setting or a demonstrated understanding of the principles of cultural safety and cultural competence. - Proficient in using Microsoft Office (Outlook, Microsoft word etc.) and capacity to learn the client management system SHIP - Hold a Current NT Driver's License.
DESIREABLE	- An awareness of the key issues faced by people living with mental health challenges. - An awareness of the contributing factors associated with homelessness and the effects this has on people.

EMPLOYMENT BENEFITS

- Competitive, above award wage salary + 12% super
- Generous salary packaging
- 6 weeks' annual leave and leave loading
- 11 days of personal leave
- Annual Wellbeing Allowance of \$400

APPOINTMENT CONDITIONS

- Employment with MHACA is conditional on providing or being able to obtain prior to commencement of employment; a current NT Driver's License, a Satisfactory Criminal History Check, a NDIS Worker Clearance and Ochre Card.
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Position Description Authorised



Chief Executive Officer (September 2026)

TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to hr@mhaca.org.au

ACKNOWLEDGEMENT

I have received a copy of the Position Description and have read and understand its contents:

Employee Name (please print)

Employee Signature

Date

Supervisor Name (please print)

Supervisor Signature

Date