



Ruah Community Services

Tenancy Support Worker

Dear Applicant

Thank you for your interest in the position of **Tenancy Support Worker** with **Ruah Tenancy Support- South East Corridor**. The following information will assist you in submitting your application.

Ruah Tenancy Support- South East Corridor is a program of Ruah Community Services (see web site www.ruah.com.au).

Program and Position Information

Ruah Tenancy Support is a mobile case management 'homelessness prevention' service that works with individuals and families to manage, maintain, and/or stabilise their housing in the private rental market. The overall aim of the service is to keep people housed to reduce homelessness. This position is based in Maddington, and requires someone who has great initiative, is highly responsive, a great negotiator, and committed to reducing homelessness in Perth.

Salary and Conditions

Salary will be based on a range between \$40 869 - \$48 546. Additional benefit is available through salary packaging offered to all employees.

Hours of work: 38 hours per week, Monday to Friday between the hours of 7am to 8pm.

Use of a vehicle is essential and a company vehicle is offered for the work, with private use built into the remuneration package.

Five weeks' annual leave and birthday leave day apply, sick leave and statutory superannuation contributions. Flexible and family-friendly work hours are provided through Time Off in Lieu, Carers, Special and Bereavement Leave, and through the ability to purchase up to 3 additional weeks of annual leave. Long Service Leave is available after 7 years of continuous service.

Ruah is a values-lead organisation and an innovative, quality service provider. We offer generous professional development opportunities, and strong supervision support. We value cultural diversity in our staff group.

The job description form with selection criteria is attached.

Your application

Your application should be typed and include the following:

- Your written response (maximum of two pages) to the *selection criteria* in the attached job description. Including demonstrated application of your skills, knowledge and attributes will be an advantage.
- A copy of your *Curriculum Vitae/Resume*, which should include: personal details, a summary of your work history (with details of your duties), education and training, relevant activities undertaken outside work, and referees.
- The names of *two professional referees* who have recent knowledge of your relevant work skills and abilities. It is desirable to let your referees know about the skills and abilities required in the position for which you are applying.

The successful applicant will also need to submit a recent **Federal Police Record Certificate**, and have at least applied for **Working with Children Check** before commencement of work, and provide a copy of a current **Driver's Licence**.

Enquiries

If you have enquiries regarding the position, please do not hesitate to contact Anna Paris Executive Manager on (08) 9485 3926.

Post/email applications by 5pm Wednesday 3rd February to:

Anna Paris
Executive Manager
Ruah Community Services

GPO Box 2828 West Perth, WA 6872
annaparis@ruah.com.au

RUAH COMMUNITY SERVICES

JOB DESCRIPTION FORM

Title	TENANCY SUPPORT WORKER	Award Status	Award Free
Agency	Ruah Tenancy Support-South East Corridor	Classification	Level 4/5
Date	2010		

Reporting Relationship

This position reports to

Executive Manager



Team Coordinator



This position is

Tenancy Support Worker



Other positions reporting to this position

Nil

Job Purpose

As a member of a service team, deliver a quality service to individuals and families who have experienced homelessness or are at risk of homelessness to manage/ stabilise their tenancies.

Authorisation

This document is an accurate statement of the duties and responsibilities of this position.

Signed:	
Title:	Chief Executive
Date:	2010

Title	Tenancy Support Worker	Date	2010
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DUTIES AND RESPONSIBILITIES

Principles of Ruah Community Services

- Uphold the values and support the vision, mission and strategic frameworks of Ruah Community Services.
- Follow the policies and procedures of Ruah Community Services Operational Manual.
- Support Ruah's commitment to working responsively and in partnership with indigenous families and communities.

Direct Service Work

- Provide professional assertive SAAP case management services to individuals and families in private rental tenancies to prevent homelessness, increase self-reliance and build capacity to live independently.
- Provide a range of psycho-social support interventions within a developmental skills framework.
- Use a partnership approach (negotiation and mediation) with clients and property managers/ landlords to achieve positive outcomes for all parties.
- Use regular networking and community activities to promote the service, to enable effective referrals to the service, and to stay informed of client referral options.

Supervision and Administration

- Prepare for and actively participate in regular supervision sessions and professional development and training.
- Maintain client-related documentation and data collection in keeping with professional and organisational standards and service requirements.
- Provide timesheets, travel, worker output (if required) worker expenses and other administration data according to organisational policy and procedures.
- Work within budget parameters for worker expenses, petty cash and mobiles phones.
- Undertake other administrative and office management tasks as required.
- Supervise students on placement when appropriate.
- Practice self-care strategies and apply safety procedures in all work practices.

Teamwork and Program Development

- Interact collaboratively within the team.
- Share expertise and experience with other team members.
- Participate in staff meetings, training sessions and working groups.
- Maintain team boundaries and confidentiality in a professional manner.
- Contribute to and participate actively in program reviews and developmental processes as opportunities present.

Agency Representation and Community Development

- Represent the program in a professional manner.
- Acquire a working knowledge of other agency roles and mandates.
- Contribute to community development and programs in the local area, relevant to the client group.

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SELECTION CRITERIA

(To be addressed in the written application)

- Relevant Tertiary Degree or post secondary qualifications in Human Services and/or relevant work experience.
- Demonstrated ability to work within a case management model to achieve positive client outcomes.
- Demonstrated ability to build relationships, liaise and advocate effectively with a range of community stakeholders in the delivery of a service.
- Ability to work with clients with multiple needs and issues.
- Ability to work independently and contribute to the functioning of the team.
- Knowledge and understanding of Aboriginal culture and ability to work with Aboriginal and culturally diverse people.
- Willingness and ability to work within and contribute to the vision, mission, core values and inclusive spirituality approach of the organisation.
- Current motor vehicle driver's licence.
- Federal Police Record Certificate and Working with Children Check

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COMPETENCY PROFILE

(To be considered during the selection process)

Skills	Experience in living skills development.
Knowledge	Knowledge and experience of rental tenancy legislation, and the Perth private rental market. Knowledge and skills to assess and refer people experiencing mental health concerns; substance use; domestic/family violence.
Attributes	Capacity for resilience, robustness and appreciation of the small steps and gains in work with service users. Orientation towards grass roots, hands-on community support work.

Ruah's Vision, Mission, Values, Inclusive Spirituality Approach and Strategic Frameworks

Ruah Community Services has always operated with a spiritual foundation that inspires a strong sense of mission and common ways of working. The organisation's name **ruah**, together with its articulated vision, mission, core values and strategic frameworks, provide the scaffold for a shared reference for workforce action, which creates **organisational shared meaning and collective spirit in action**.

The word 'ruah' has its origins in the Hebrew Scriptures where it is used to express 'wind', 'breath', 'Spirit of life', the life generating reality within the whole of creation. It was chosen by the organisation to express its inclusive spirituality approach.

For Ruah, Inclusive Spirituality means acknowledging the innate spirit of each person and recognising that there are diverse paths to nurturing spirituality and embracing the vision, mission and values of the organisation. Ruah seeks to foster spirituality as a key signature of the organisation.

All the People of Ruah today, members, directors, staff and volunteers, shape the mission direction, the values and spiritual culture of the organisation. By bringing our own commitment to service, our talents and our sense of spirituality, we build on the traditions and endeavours of those who have preceded us, including the founders of the organisation, the Daughters of Charity.

Ruah seeks to uphold the core values of respect, grassroots, integrity, partnership, and creativity in all its interactions.

Respect A high regard for the dignity and worth of each person which underscores all interactions.

Grassroots A collaborative, community based, hands-on approach alongside clients.

Integrity Honest, ethical and accountable.

Partnership Work relationships, both internal and external, are built with a partnership approach.

Creativity Innovation, inventiveness and diversity.

The organisation's name, 'Ruah', its articulated vision, mission, core values, inclusive spirituality approach and strategic frameworks, together provide reference markers for workforce action and create a shared organisational direction, meaning and collective 'spirit in action.'



Ruah Community Services



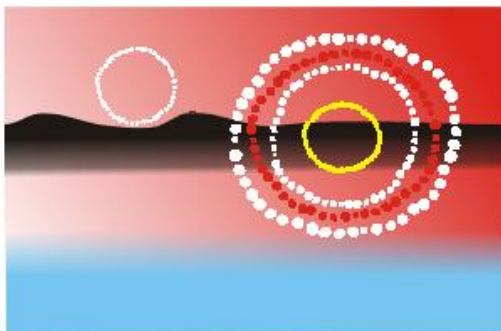
**Extracts from Ruah Community Services Internal Organisational
'Living Document Frameworks'**

RUAH'S ENVIRONMENTAL SUSTAINABILITY FRAMEWORK

As a consumer of the earth's natural resources, Ruah is committed to environmental sustainability. Ruah recognises that in providing services to those who live in disadvantage, the organisation's environmental footprint impacts more heavily upon the earth with each passing year. It is a simple yet significant progression for Ruah to start to proactively address its operational impact upon the environment, with the issue of sustainability a contemporary challenge facing all organisations and individuals, regardless of sector area or core business.



RUAH'S RESPONSE TO INDIGENOUS PEOPLE



The aim of this Strategic Framework is to improve quality of life outcomes for those Indigenous people who access Ruah's services; increase Indigenous accessibility to these services; and contribute to social justice and policy and program development for, and in partnership with, Indigenous Australians. The Framework revolves around three objectives:

- ✓ Providing a culturally competent workforce
- ✓ Providing culturally secure services and programs
- ✓ Developing an organisational culture that is committed to the Framework.

Ruah has also developed a **Reconciliation Statement** that endeavours to engage head, heart and hands in the journey of reconciliation between Indigenous and non-indigenous Australians, in order to make a contribution to the realisation of a shared humanity and future.

RUAH'S CONSUMER PARTICIPATION FRAMEWORK

Ruah holds a vision of a community that is socially just, compassionate, participative and sustainable. By participative, Ruah holds this to be a community where there is an ethical and democratic right to participation where the voice of all is valued and engaged, and where each individual has an opportunity to influence decisions that affect the quality of their life, both locally and globally. The organisation acknowledges that many groups of people faced with disadvantage find themselves marginalised from mainstream opportunities and without a voice. Ruah seeks to redress this on an organisational service level through the implementation of a Consumer Participation Framework.