

Position Description



Position Title:	Healthy Housing Coach
Position Type:	Full Time Permanent Position (38 hours per week)
Classification:	Social, Community, Home Care and Disability Services Industry Award (2010) Qualification/s and/or relevant life experience
Reporting To:	Manager Performance and People

About Us

Access Community Housing Company Ltd (ACHC) was first established in 1991 and is a not-for-profit company which provides social housing for individuals and families living across Far North Queensland. Funded by the Department of Communities, Housing and Digital Economy (DCHDE) and registered under the National Registration Scheme as a Tier 2 provider, Access Community Housing provides assistance to those individuals, seniors and families who are already on the DCHDE register of need.

ACHC currently manages a portfolio of 650 properties located across the Far North Queensland region from Port Douglas to Cairns and Babinda. We provide a range of community managed housing programs including: Long Term Community Housing (LTH); Community Managed Studio Units (CMSU); and the Community Rent Scheme (CRS).

We provide affordable accommodation to families, individuals and seniors (aged over 55) who are on the DCHDE register of need. We are passionate about our role in the community and have established a reputation for providing responsive housing solutions to eligible individuals and families who are otherwise at a disadvantage to secure and maintain appropriate housing independently. We work in partnership with local support agencies, government departments, real estate agents and investors to create positive housing outcomes for our tenants.

Our Values

Our values are the foundation of our work and influence every decision and action we take:

Respectful	We will treat everyone with dignity, valuing their input and build relationships that are based on safety and trust.
Equity	We will promote a culture that is inclusive, where everyone is treated fairly. We acknowledge that all people are unique, and our responses will reflect their individual needs.
Compassion	We deliver a service that is mindful and considerate of individual's needs, circumstances and experiences.
Courage	We are committed to building strong communities and face challenges to make an impact. We will be innovative when needed and are brave in confronting injustice.
Responsibility	We practise shared accountability and acceptance of personal actions, make informed decisions and offer solutions.

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Position Purpose

The Healthy Housing Coach will provide information and direction around trends, needs and gaps in service. The goal is to support individuals to identify health needs and assist them to navigate the health system to access appropriate support that facilitates the sustainment of their tenancy.

Reporting Relationships

The Healthy Housing Coach reports directly to the Manager Performance and People.

Key Responsibilities

<p>Service Delivery</p>	<ul style="list-style-type: none"> • Assess and refer vulnerable tenants to health care services around mental health, substance misuse and physical health needs. • Navigate the health care system to improve access and support for our tenants as required • Deliver a range of evidence-based interventions in a culturally safe, professional and effective manner including the provision of co-case management, intake assessments, cultural aspects of assessment and treatment plans, direct therapeutic interventions, referrals and cultural support to specialised services • Facilitate new and foster existing networks and connections with specialised support services and organisations • Attend and participate in regular tenant meetings and assist tenants with information and skills from beginning a tenancy to ending a tenancy successfully. • Develop, deliver, implement and evaluate relevant and appropriate educational resources that are culturally appropriate and will improve our tenant’s health literacy and their access to health care services. • Sensitively and appropriately communicate with individuals from diverse cultural backgrounds while advocating on behalf of Aboriginal and Torres Strait Islander peoples and stakeholders. • Develop and implement programs, workshops and life skills opportunities for tenants • Contribute to the development of culturally appropriate information that ensures the diversity of tenants have a comprehensive understanding of their rights and responsibilities.
<p>Tenancy Engagement</p>	<ul style="list-style-type: none"> • Participate in Tenant Advisory Group (TAG) and other tenant engagement activities as required. • Participate in Tenancy Meetings and related events and activities as required.
<p>Data Management</p>	<ul style="list-style-type: none"> • Ensure that all tenant information is protected in line with ACHC privacy and confidentiality policies. • Ensure all relevant tenant information is entered into ACHC’s client information management system accurately and in a timely manner.
<p>Team Work</p>	<ul style="list-style-type: none"> • Provide timely feedback and information to the Manager Performance and People in relation to tenant, tenancy and staff related matters. • Provide timely feedback and information to the Manager Performance and People in relation to support services and networking with external stakeholders. • Participate in team learning, awareness and compliance activities as required. • Participate in professional development and training activities as required. • Contribute to creating a positive working relationship all team members. • Participate and contribute to the ACHC’s continuous quality improvement strategy. • Participate and contribute to staff and housing meetings as required.
<p>General</p>	<ul style="list-style-type: none"> • Other duties as required and within reason.

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Core Requirements

- Relevant qualifications in a related field, for example, health, disability or community services
- Knowledge and demonstrated experience in a relevant health or community services field
- Ability to establish and maintain appropriate networks and key stakeholders internally and externally
- Demonstrated experience, or demonstrated ability to interact and communicate with women/children, young people, men and their families who are experiencing homelessness or who are at imminent risk of homelessness, including on an outreach basis
- Demonstrated experience of working in a complex interagency case coordination environment including; the ability to work with clients and with other service providers and agencies
- Demonstrated understanding of and ability to cope with challenging behaviours, including demonstrated experience in communication and conflict/negotiation skills
- Demonstrated experience in working with individuals and families who identify as Aboriginal and Torres Strait Islander as well as with other culturally diverse communities
- Current Queensland Drivers Licence.
- Evidence of up to date COVID-19 vaccination status and/or a medical exemption.
- A current or ability to obtain a Blue card and police clearance check.

Conditions of Employment

- This is a full time position working 38 hours per week. Working days will generally be Monday to Friday between the hours of 8.00am and 5.30 pm, however work outside these standard hours may be required to meet the needs of the service.
- Salary classification range for this position is dependent on experience and qualifications.
- Salary packaging a tax free amount is available to all ACHC employees (currently \$15,899 per annum). The amount available for salary packaging will be subject to Commonwealth legislation as it applies from time to time. ACHC offers salary packaging through an outsourced provider currently Access Pay.
- Employer superannuation contribution is paid at 10%. Other conditions are as per ACHC's industrial agreement.
- Appointment is contingent on the satisfactory completion of a Child Related Employment Screening Check.

This position has been identified as a position to be filled by an Aboriginal and/or Torres Strait Islander person. It is an occupational requirement that this position be filled by an Aboriginal and/or Torres Strait Islander person as permitted and arguable under Sections 25, 104, and 105 of the Queensland Anti-Discrimination Act 1991.

Acceptance

I have read and understood the terms and conditions of the Healthy Housing Coach position description.

Employee Name

Signature

Date