

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Hoarding Advocacy Support Service (HASS) Coordinator		
<b>POSITION OVERVIEW</b>	Coordinate the service delivery of the HASS program to ensure strength-based and person-centred supports are provided to people affected by severe hoarding and domestic squalor.		
<b>CLASSIFICATION</b>	WCS level 6	<b>SERVICE LINE   AREA</b>	Mental Health and Wellbeing
<b>EMPLOYMENT TYPE</b>	<input type="checkbox"/> PERMANENT <input checked="" type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
<b>EMPLOYMENT STATUS</b>	<input checked="" type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	<b>HOURS PER WEEK</b>	38
<b>LOCATION</b>	Woden Community Service, 1 Bowes Place		
<b>IMMEDIATE MANAGER</b>	NPSM and HASS Team Leader		
<b>INDUSTRIAL AGREEMENT</b>	Woden Community Service Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023.		

### REPORTING RELATIONSHIPS

<b>NO OF DIRECT REPORTS</b>	1	<b>NO OF INDIRECT REPORTS</b>	Nil
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### KEY RELATIONSHIPS

<b>INTERNAL</b>	Mental Health and Wellbeing Teams, volunteers and other areas of WCS as needed.
<b>EXTERNAL</b>	The Hoarding Case Management Group (HCMG) and lead government agencies, community organisations, participants, guardians and families.

### KEY ACCOUNTABILITIES

- Build supportive, respectful relationships with people challenged by their living conditions, their families and external community-based programs and services;
- Provide supervision, debriefing and support to the HASS Key Worker to ensure recovery-oriented and strength-based supports are provided to participants of the HASS program;
- Oversee volunteers for the Buried in Treasures and Families as Motivators groups;
- Support the HASS Training Provider to deliver Hoarding and Squalor training to community workers and other stakeholders;
- Manage enquiries from the community and provide advice about Hoarding and Squalor supports.
- Work with the internal Managers to engage with the Hoarding Case Management Group (HCMG), submit reports, engage in evaluation activities and identify strategic opportunities for development and external partnerships;
- Contribute to the ongoing evaluation of service delivery by providing timely and relevant feedback to your supervisor on support activities, sharing information within the team, assisting all stakeholders in a proactive manner, and recommending and implementing agreed quality improvements;
- Regularly evaluate personal performance by engaging in reflective practice and actively seeking opportunities to develop professionally and personally.

- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times;
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles;
- Apply National Principles for Child Safe Organisations, as applicable for the role;
- Other duties as required.

### EXPERIENCE & QUALIFICATIONS

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Minimum Cert IV in Mental Health or equivalent. Qualifications in Psychology, Community Development and Social Work will be highly regarded.</li> <li>• Skills, knowledge and experience providing direct and personalised assistance through case management, information and referrals.</li> <li>• Capacity to establish rapport and build supportive relationships with people challenged by their living conditions, their families and external service providers based on mutual trust and respect.</li> <li>• Ability to provide support and supervision to workers and volunteers.</li> <li>• Thorough understanding and appreciation of personal and professional boundaries, privacy and confidentiality.</li> <li>• Strong communication and interpersonal skills.</li> <li>• Exceptional organisational and time management skills.</li> <li>• Demonstrated computer and database skills that will ensure consistent, quality documentation and reporting.</li> <li>• Proactive and hands-on approach, including the ability to work under limited supervision.</li> <li>• Fully vaccinated against Covid-19.</li> </ul>		
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience, knowledge and skills working with people living with a disability.</li> </ul>		
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to work outside normal business hours if required</li> <li>• Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.</li> <li>• Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.</li> <li>• First Aid Certificate.</li> <li>• Current driver's licence.</li> </ul>		
<b>Document History</b>	Original: January 2020	Revised: May 2022	Version: 2
<b>Employee's name</b>		<b>Signature</b>	
		<b>DATE</b>	