



Housing Brokerage Service Coordinator

Position Description

About the role

The Housing Brokerage Service Coordinator uses a secondary consultation approach to support and build capacity of key professionals working alongside people with disability who are stuck in hospital and require suitable interim and/or long-term housing.

The Coordinator facilitates hospital professionals and support coordinator to articulate a person's housing needs and preferences and then completes an innovative and rigorous housing search for suitable housing options. All options are presented back to the professionals, and include due diligence information, so that the person with disability with their close others and/or guardian can choose which housing option best aligns with their needs and preferences.

The approach is rights based and incorporates principles of choice, control and inclusion for people with disability.

About Summer Foundation

Established in 2006, the key aim of the Summer Foundation is to change human service policy and practice related to young people in nursing homes.

The Summer Foundation utilises a range of strategies to influence health, housing, aged care and disability service policy and practice related to this target group.

If you are looking for a career where you can make a difference, work collaboratively with committed and passionate people and have real opportunities for professional development, we encourage you to join our team.

Why we exist

The Summer Foundation exists to permanently stop young people with disability from being forced into residential aged care, ensuring people with disability have access to the support required to be in control of where, how and with whom they live.

How will we know we've succeeded

This problem can be solved, we are doing legacy work, and we are well on track to achieving what we set out to do. In 5 years we expect the Summer Foundation will have achieved its purpose. We will regard this as '*job done*' when the systems, policy settings and markets consistently enable people with disability to live where, how and with whom they choose; experiencing choice and control equal to people without disability.

Our workplace

We have staff working all across Australia, however our head office is located in Box Hill, Victoria. To meet some of our staff and watch a short clip about our organisation, please go to:

www.summerfoundation.org.au/staff

The Summer Foundation has flexible and supportive work practices. We encourage and welcome people with lived experience of disability to apply.

Role details

Position	Housing Brokerage Service Coordinator
Team	Housing Brokerage Service
Direct reports	None
Reports to	Housing Brokerage Service Project Lead
SCHADS Award Level	4 Salary Range: \$83,000-\$88,000 + Superannuation for 1.0FTE
Status	12-month Fixed Term contract (Full Time or Part Time)
Location	Vic, Qld, NSW, WA and flexible home based options as agreed
Last updated	January 2021

About the team

The Housing Brokerage Service Team was initially piloted as a 'COVID-19 response' to support our health colleagues to rapidly find housing options for people with disability and free up hospital beds in preparation for the pandemic. The service naturally grew from our four years of capacity building work with hospitals around the country. The Housing Brokerage Service Team employs skilled professionals who have expert knowledge in areas such as discharge planning, NDIS process and language, Specialist Disability Accommodation (SDA) and interim and long-term housing options for people with disability. The Service supports the organisation to achieve its mission to solve the problem of younger people with disability being inappropriately discharged from hospital into residential aged care. We have the privilege of supporting people to be discharged from hospital in a timely way to housing that is right for them, which is often a truly life changing experience.

Key responsibilities

- Provide information and mentoring to key stakeholders to improve the capability of housing related searches for individuals.
- Provide information and mentoring to health professionals, discharge planners, guardians, disability professionals and support coordinators regarding National Disability Insurance Scheme (NDIS) processes and information, Specialist Disability Accommodation (SDA) and housing options.
- Guide the health team and other professionals through a housing needs and preferences conversation to build the teams capacity to work in a person-led approach.

- Develop practice-based and evidence-based resources for all relevant audiences that relate to housing needs and preferences, search for housing, gathering quality information related to housing.
- Providing capacity building support (i.e., training, workshops, education, presentations) to health staff, support coordinators and any relevant disability professional via telephone and or videoconferencing.
- Provide tailored and specific advice relative to housing options and alternatives.
- Complete an innovative search for housing that aligns with the person's housing needs and preferences.
- Contact housing providers to gather essential quality information that informs a person with disability's choice related to a housing option.
- Participate in reporting progress of project milestones.
- Participate in weekly team meetings, case conferences and quality assurance meetings.
- Maintaining confidential case notes and relevant documentation.
- Contributing to the development of a national repository of resources for supporting people with disability and complex needs.

General

- Other duties as requested by Manager
- Remain flexible to role changes according to relevant skills and experience, changing work environments, work priorities and organisational needs
- Current motor vehicle licence or equivalent capacity to travel as required
- Employment subject to National Criminal History check

Qualifications, skills & experience

Qualifications

- An undergraduate allied health degree or extensive relevant experience working in disability, health, housing or social services sector.
- Eligibility for relevant professional membership of which, evidence may be required.

Skills & experience

- Experience working with people with disability and complex needs, particularly people in hospital, disability housing, residential aged care or at risk of being forced to live in inappropriately in aged care.
- Commitment to providing services that honour people with disability's rights, choice, control and inclusion, particularly any experience related to housing and support.
- Experience in facilitating complex discussions with multiple stakeholders to reach and outcome.
- Working knowledge of NDIS, its framework, structure and practice.
- Experience in providing secondary consultation/mentoring, education, training, workshops and presentations to adults.

- Demonstrated capacity to engage with health professionals in a positive, meaningful approach.
- Ability to work autonomously and within a collaborative team base in different geographical locations connecting regularly via videoconferencing.
- Capacity to respond to all relevant stakeholders in a timely, professional and efficient manner via videoconferencing, email and/or telephone.
- Commitment to working ethically and commitment to maintain confidentiality.
- Demonstrated ability to problem solve a high level.
- Demonstrated high level professional, verbal and written communication skills.

Capable of undertaking interstate work requiring overnight stay as required.

- Advanced knowledge of Microsoft Office Suite and Google Drive
- Confident ability with building relationships within the sector
- Excellent verbal, written and presentation skills
- Organised and able to meet deadlines
- Adaptable to changing environments

Core capabilities

Decision Making

- Uses sound judgment to make sound decisions based on information gathered and analysed
- Considers all relevant facts and alternatives before deciding on the most appropriate action
- Commits to decisions

Teamwork

- Interacts with people effectively and is able and willing to share and receive information
- Co-operates within the team and across teams
- Supports team decisions and puts team goals ahead of personal goals

Work Standards

- Sets and maintains high performance standards
- Pays close attention to detail and accuracy and completes tasks
- Shows concern for all aspects of the job and follows up on work outputs

Motivation

- Displays energy and enthusiasm in approaching the job
- Commits to putting in additional effort
- Maintains high level of productivity and self-direction

Reliability

- Takes personal responsibility for job performance
- Completes work in a timely and consistent manner

- Follows through on commitments

Problem Solving

- Analyses problems by gathering and organising all relevant information
- Identifies cause and effect relationships
- Comes up with appropriate solutions

Adaptability

- Adapts to changing work environments, work priorities and organisational needs
- Able to effectively deal with change and diverse people

Planning and Organizing

- Plans and organises tasks and work responsibilities to achieve objectives
- Sets priorities
- Schedules activities
- Allocates and uses resources properly

Communication

- Expresses ideas effectively
- Organises and delivers information appropriately
- Listens actively

Integrity

- Shares complete and accurate information
- Maintains confidentiality and meets own commitments
- Adheres to organisational policies and procedures

Summer Foundation Principles

The Summer Foundation's principles include:

working as a team | we understand, respect and support the contributions and experience of our colleagues. We understand how our individual contribution fits, and we feel confident and empowered to make our best contribution. We embrace and value diversity in our workplace.

a healthy approach to communication | We come to discussions prepared and ready to contribute. The how, why and by who of decision making is known and understood. The right people are in the right conversations. Our conversations are healthy, respectful, robust at times and safe.

shared clarity and commitment to purpose | We all have a strong, shared understanding of our 'why'. Our 'Why' is central to our strategy, decision making and actions.

working authentically | People with lived experience are central to our work and we purposefully and professionally incorporate this experience and expertise in our work. We focus closely on the impact of our work, and we strive to always deliver work to the highest standard.

a smart responsible and considered approach | We invest in efficient, continuously improving processes, and prioritise time for learning and reflection. We celebrate our successes and promote having fun at work. We work in a way that respects our environment.

Policies

All staff must comply with the Summer Foundation policies notified to them from time to time. These policies form part of the contract of employment with Summer Foundation and therefore must be read and understood by staff to ensure they are aware of their responsibilities as an employee of Summer Foundation.

Agreement and acceptance

Employee

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Signature

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Print name

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Date

Manager

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Signature

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Print name

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Date