

Position Description

Job Details

Title:	Housing & Community Support Practitioner
Terms of Employment:	Permanent
Hours:	38 hours, Monday – Friday
Reporting to:	Head of Cost of Living
Position supervises:	Nil
Location:	Dandenong and Pakenham, with work across SECL locations and community settings as required
Above award Classification:	SCHADS Award Level 4

About South East Community Links

At SECL, we don't just respond to inequality – **we challenge it.**

We are on a mission to challenge the status quo and work alongside our community to shift the system that keep people excluded. We are tearing down those systemic barriers that stand in the way of equal opportunities, especially for multicultural communities, women and young people. We believe everyone deserves to be seen, heard and valued and ***that real change happens when communities lead, voices are amplified and power is shared.***

Diversity is a strength and by embracing it, we can create a vibrant and inclusive community for everyone.

How you will fit into the bigger picture

We are currently recruiting for a Housing & Community Support Practitioner to coordinate, design, develop and implement capacity building projects and provide practical, early intervention support to people experiencing rental and cost-of-living pressures. The role will support people to navigate housing and service systems, access practical assistance and connect with services aimed at supporting housing stability and financial wellbeing.

In this diverse role you will focus on

- Delivering early intervention programs through various engagement to **support vulnerable communities experiencing housing and rental stress**
- Supporting at risk households to sustain affordable and appropriate housing in the private rental market
- Engage and collaborate strategically with partners and key stakeholders to make referrals to government and non-government agencies and services

- Build and maintain collaborative relationships with government, community and housing service providers to improve client outcomes and referral pathways.
- Develop and facilitate community programs, including tenancy rights education, housing system navigation workshops and utility support drop-in sessions.
- Undertake holistic assessment and provide short-term practical support to identify and address immediate and underlying issues contributing to financial hardship or housing instability.
- Assess client need and eligibility for Emergency Relief and provide approved financial, material and practical assistance in accordance with SECL policies and funding requirements.
- Support coordinated client pathways through warm internal and external referrals, service navigation and reasonable short-term follow-up.
- Work alongside volunteers and students, providing day-to-day practice guidance and support to enable safe, consistent and high-quality service delivery. Develop and maintain relationships with service providers to support participants experiencing rental stress or at risk of homelessness. Contribute to project evaluation, outcome measurement and final reporting, including lessons learned and recommendations.
- Work across SECL offices, including co-located services.
- Apply a disciplined approach to data entry in line with SECL guidelines and ensure privacy and confidentiality compliance
- Facilitate a culturally safe and innovative work environment that values diversity and inclusion
- Engage in formal supervision and professional development

Key skills required to undertake the position

- Experience working in community services, community development, capacity building, housing or a related field, with a sound understanding of financial hardship and financial capability.
- Demonstrated experience supporting people experiencing financial hardship or complex life circumstances, including assessment, practical assistance, service navigation and referral.
- Understanding of Emergency Relief, early intervention and integrated service delivery approaches.
- Demonstrated experience in stakeholder engagement with a range of agencies, governments and providers
- Experience in developing and delivering group presentations and workshops
- Ability to advocate on behalf of, and in the interests of, people experiencing housing instability, financial hardship or disadvantage.
- Client centred approach with a strong commitment to social justice where all people can live to their full potential
- Agile mindset with the ability to work in a fast-paced environment
- Excellent collaboration and rapport building skills, with experience in developing impactful relationships across a range of sectors and with people from diverse backgrounds
- Well-developed communication and interpersonal skills and the ability to work independently, to be curious, creative, innovative, proactive and to embrace change
- Relevant tertiary qualification in community services, social work, community development, housing or a related discipline, and/or equivalent relevant experience.

What is in it for you

- Hybrid working arrangements

- Join a leading community organisation, trusted, respected, and valued by the community and our stakeholders
- Enjoy a range of wellbeing benefits and supports, including hybrid working arrangements, a wellbeing allowance, EAP support and extra leave during Christmas and Easter.
- Contribute to a team that strongly believes in advocacy and social change
- Paid parental leave
- Salary packaging and leave loading
- An energising workplace, with a supportive culture and great colleagues dedicated to social & economic justice

The successful candidate will be required to undertake Safety Screening checks prior to commencement of employment including a national police record check and valid Working with Children Check.

To apply for the role, send your resume and cover letter to Pooja Ganesh at pganesh@secl.org.au.

Applications close **Friday 11th September**

If you would like further information about the role, please contact Mark Stilve at mstilve@secl.org.au who will be happy to discuss the role further with you.

SECL embraces diversity and equal opportunity. We know that getting this right underpins our organisation's values of inclusion, equality, compassion, dignity and choice. Our team represents a variety of backgrounds, perspectives, and skills which reflect the multicultural communities where we work. We strive to be a place-based service where people of all ethnicities feel welcomed to work, volunteer or seek help.