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**TENANCY AND RETIREMENT HOUSING WORKER**

**POSITION:** Tenancy and Retirement Housing Worker

**CLASSIFICATION:** HAAG Enterprise agreement. Social and community services employee level 5 (pay point 3) of the SCHADS Award. Attractive salary packaging available.

**TERMS:** 1.0 - 0.8 EFT (negotiable) for a two year fixed term

**FUNDING:** Consumer Affairs Victoria

The Housing for the Aged Action Group (HAAG) operates a state-wide Retirement Housing Assistance Service (RHAS) and tenancy advice service. It is comprised of the following components:

* Tenancy information, advice and advocacy casework service
* Retirement housing information, advice and advocacy casework service
* Retirement housing workers’ advice line

The tenancy case work service is for Victorian renters aged 50 years and older, particularly financially disadvantaged older people living in private rental or rooming houses, with priority given to those currently receiving or on the waitlist to receive housing support from HAAG’s Home at Last team.

The retirement housing casework service is for older Victorians living in retirement housing who are financially disadvantaged and have a retirement housing matter with a level of detriment that warrants assistance.

The workers’ advice line can assist workers with clients who are living in retirement housing covered by the Retirement Villages Act 1986 (RVA) or the RTA (caravan parks, residential parks under Part 4A, and rental villages).

The advice line operates 10.00am-4.00pm five days a week. Occasionally there will be a requirement for home visits and outreach work to support clients.

**HAAG AIMS**

Housing for the Aged Action Group exists to work towards the alleviation of housing related poverty for older Australians and to provide housing support services to disadvantaged older Victorians.

**POSITION GOAL:**

The role sits within the Retirement and Tenancy Advice and Support Service team. The goal is to

1. Increase the availability of information, advice and advocacy services to older Victorian renters
2. Prevent or delay homelessness by sustaining rental agreements and residencies while a more suitable housing offer is obtained through HAAG’s housing support service
3. Provide advice to workers about retirement housing matters and
4. Provide information, advice and support to retirement housing residents on their rights under the Retirement Villages Act and other relevant legislation,

**RESPONSIBILITIES:**

*Program management:*

* Provide telephone and in-person information and advice to vulnerable and disadvantaged older residents living in retirement accommodation, private rental or rooming houses.
* Manage a caseload of vulnerable and disadvantaged clients from within the target group.
* Work closely and constructively with other HAAG programs and staff to assist in the delivery of an overall quality service to older people across Victoria.
* Develop an ongoing understanding of the retirement village, residential park and rental village sectors.
* Develop an understanding of the wider older persons housing and aged care services and networks.

*Client management:*

* Ensure services to older people are provided in a supportive, understanding and sensitive way.
* Provide support to vulnerable and disadvantaged clients attending the Victorian Civil and Administrative Tribunal.
* Assist clients with information and referral advice on other housing and aged care issues.
* Maintain appropriate service standards in all interactions with clients and other service providers including confidentiality, consent, information, quality, client dignity and cultural awareness standards.

*Advocacy*

* With the retirement housing and tenancy team and other HAAG staff, identify trends from case work and use to inform systemic advocacy
* Identify content for retirement housing website and other HAAG publications, such as newsletters and social media

*Administration:*

* Maintain clear client file notes and records
* Provide reporting data for internal and external use

*Accountability*

* Attend and contribute to regular HAAG staff meetings.
* Attend retirement housing and tenancy team meetings and other supervision as required
* Communicate to co-workers about case work and other matters to ensure smooth operation of the service

**SUPPORT PROVIDED**

Peer support, including case work discussion, will be provided by the Retirement Housing and Tenancy team. Individual supervision will be provided by Senior Retirement Housing and Tenancy Worker. HAAG provides Employee Assistance Program, external group supervision and flexible work arrangements. There will be opportunities for professional development delivered by Tenancy Victoria.

**SELECTION CRITERIA**

* Ability to understand and apply relevant legislation such as the Residential Tenancies Act (1997) and Retirement Villages Act (1986).
* High level communication and negotiation skills.
* Experience working in the community sector.
* Initiative and ability to work both independently and under supervision.
* Ability to work in a team in a sometimes demanding work environment.
* Experience working with members of diverse communities including older people, LGBTQIA+ people, people from CALD backgrounds, etc.
* Ability to communicate sensitively with financially disadvantaged older people
* A commitment to social justice

*Desirable:*

* Current drivers licence.
* Tertiary degree or related qualifications.
* Experience in tenant advocacy roles.
* Understanding of the specific and diverse needs of older people.
* Ability to work from home (home office, reliable internet connectivity).