



POSITION DESCRIPTION

Position Title:	Last reviewed:
Life Skills Trainer	17 August 2011
Position based in:	Position Type & Detail:
Alice Springs, Housing Hub Office	Part-time contract or permanent
Program Title:	Reporting To:
Tenancy Sustainability and Support Program and A Place To Call Home	Program Manager
Work Unit/Program Cluster:	Comments:
This program forms part of Anglicare NT's Specialist Homelessness Service Delivery in the Alice Springs region.	

1. AGENCY STATEMENT

Anglicare NT is a significant provider of culturally relevant community services across urban, rural, regional and remote areas of the Northern Territory. Quality client services and innovative capacity building activities are underpinned by Community Development principles. In line with Anglicare NT's vision we aim to make a sustainable difference in the lives of Territorians. Anglicare NT is a community services agency of the Anglican Diocese of the Northern Territory and a member of the Anglicare Australia network.

2. POSITION OBJECTIVE

To provide high quality Life Skills Training and Co-ordination for clients referred to the Tenancy Sustainability and Support Program (TSSP) and A Place to Call Home (APTCH) in Alice Springs in accord with the Scope of Service as, "the knowledge, capacities and skills that enable people to maintain a safe, healthy home and living environment, and to meet their housing (tenancy) and financial obligations, including interactions with neighbourhood and community".

3. PROGRAM OVERVIEW

The Northern Territory has the highest rate of homelessness in Australia with indigenous people well over-represented in the homeless population. The Tenancy Sustainability and Support Program is a specialist homelessness service providing needed support to individuals and families currently tenants of public housing who are identified as being at risk of eviction and would benefit from additional support services. Approximately 65 households in the Alice Springs township and up to 40 households in Town Camps are supported in this program throughout the year.

Support is in the form of case-management which includes advocacy and referrals to relevant services. Accompanying children are included as clients and are provided with support to address their specific needs such as education and childcare.

Lifeskills training is also incorporated into the case-management process where support workers assist clients in attaining competencies in 4 different Lifeskills modules. In addition, regular on-site life skills training is held where the Life Skills trainer provides further training in a group setting.

In providing the TSSP service to Town Camps, Anglicare operates in partnership with two other organisations. Strong collaborative working relationship with these agencies is essential in achieving positive client outcomes and sustainable tenancies.

4. SCOPE

In ensuring that a high standard of Life Skills training is available to clients across Anglicare's housing services the Life Skills Trainer will:

- a) Further develop and review training modules and resources that will enhance Life Skills training
- b) Provide training to case workers in TSSP/APTCH in delivering Life Skills training to clients
- c) Provide on-site Life-Skills training to participants of Anglicare's housing services programs
- d) Provide training to case workers of allied services in the delivery of Life Skills training
- e) Collaborate with the Team to ensure well integrated service delivery reflecting a collective approach across the Team

5. DUTIES AND RESPONSIBILITIES

5.1 Specific:

- a) To further develop, monitor and review delivery of Life Skills training, resources and competency assessments in relation to each of the 4 Life Skills Training modules which form the Tenancy Support and Sustainability Program Guidelines as outlined below:
 - (i) Managing Money and Resources
 - (ii) Managing Visitors and Overcrowding
 - (iii) Household Orientation and Functionality
 - (iv) Maintaining a Safe, Healthy and Hygienic Home
- b) To develop additional Training Modules if required
- c) To support and provide training to case workers in the delivery of Life Skills training so that they are able to incorporate the training of clients into their case management practice
- d) To provide on-site Life-Skills training to clients of Anglicare's housing services in a group setting
- e) To provide Life Skills training directly to individual clients when required
- f) In accordance with protocol agreements, provide training to case workers of allied services in the delivery of Life Skills training to their clients
- g) Provide culturally relevant and safe services for Indigenous program participants
- h) Deliver approved services for clients of the TSSP/APTCH Programs by implementing the service/work plan, developing and maintaining working relationships with other organisations and individuals and contributing to service growth and development
- i) Monitor and undertake client related activity involving conducting and contributing to the intake, assessment and case management plan development processes for individuals and families ensuring thorough safety and risk audits have been undertaken in terms of family violence/child protection considerations
- j) Other duties as required.

5.2 General:

- a) Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- b) Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- c) Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- d) Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- e) Comply with Anglicare NT's OH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- f) Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- g) Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- h) Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- i) Actively participate in supervision, performance reviews, professional development activities and training as required.
- j) Maintain time and attendance, leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.

6. AUTHORITIES

Expenditure, Operational/Administrative, Personnel, Management and Legal – refer to current Delegation of Authority Document. Refer below for delegations for this position.

- a) No. of persons supervised – Currently 0.
- b) Periodically assistance may be provided to students on field placements and/or new entrant employees gaining confidence/accreditation in their roles.
- c) Professional or task supervision for students may occur within this role as long as the proposed supervisor meets the supervision requirements of the relevant educational institution.

7. PERSON SPECIFICATION

Anglicare NT works from a Strengths Based framework in the delivery of its internal and external services. The Strengths Approach revolves around principles, processes and skills for sharing power & creating change. This approach has an emphasis on people's strengths and capacities and the person in this position must be committed to these principles and be willing to work within this framework.

The TSSP and APTCH Life Skills trainer role requires a suitably qualified person with demonstrated experience in the delivery of training in both group settings or to individuals. The trainer should also have the capacity to be able to support and train other workers in providing Life Skills training to clients. As the majority of client accessing TSSP and APTCH are Aboriginal, previous experience working with Aboriginal people would be highly regarded.

8. ESSENTIAL CRITERIA

8.1 Qualifications

- a) Formal qualifications in an appropriate discipline and deemed equivalent experience
- b) Cert IV Workplace, Assessment & Training

8.2 Experience, Skills and Knowledge

- c) Minimum 3 years working in the Community Sector.
- d) Prior experience in teaching or provision of training.
- e) Ability to develop training aids and resources
- f) Ability to develop and conduct assessments
- g) Well-developed communication skills.
- h) Interest, commitment and experience in working with Indigenous communities and demonstrated culturally sensitive practice.
- i) Ability to effectively engage with people who demonstrate challenging behaviours and who may be experiencing multiple barriers to securing/maintaining stable accommodation.
- j) Ability to work collaboratively with stakeholders such as Territory Housing, Family and Children's Services and schools on issues of concern.
- k) Sound understanding of the personal, family, social and structural issues associated with homelessness.
- l) Knowledge of relevant legislation such as the Family Law Act, Immigration, Child Protection, Domestic/Family Violence.
- m) Well-developed written skills including ability to maintain client files and complete reports.
- n) Computer literacy and the ability to use data collection systems.
- o) Well developed planning, time management and organisational skills
- p) Commitment to OHS&W and sound knowledge of EEO.
- q) Knowledge of the local service delivery system is desirable.

8.3 Licenses, Certificates or Professional Registrations

- a) First Aid Certificate or willingness to obtain within 3 months
- b) Working with Children Clearance (Ochre Card)
- c) NT Manual Drivers Licence
- d) National Criminal History Check.

9. ACKNOWLEDGEMENT OF AGREEMENT

After discussions with the Executive Manager, or delegate, I agree that:

- This Position Description and attachments are an accurate and fair description of the role.
- I understand the expectations and requirements of the position.
- I acknowledge the nature of the program and operating context within which I will be working.

Incumbent signature:

Incumbent name: Date:

Witness signature:

Witness name: Date:

Position :

DOCUMENT APPROVAL	
Signed: <i>Kate McGarry</i>	Date: <i>17th August 2011</i>
Name: <i>KATE MCGARRY</i>	Role: <i>Executive Manager</i>
*Note must be signed and authorized by relevant member of the Senior Management Team	

