

POSITION TITLE	Crisis Response Worker – Opening Doors
REPORTS TO	Team Leader - Homelessness Services
LOCATION	Lilydale
KEY CONTACTS	Other Agency Staff Client families Relevant government and community agencies Other Agency stakeholders

About Anchor

Anchor has a long history of providing services:

- for children and young people unable to live with their family.
- to young people who are at risk.
- to individuals and families who are experiencing housing stress or homelessness.

Our Values



Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter—prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



Collaboration

We value the diverse experiences and perspectives of all involved in our mission. Across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



Empathy

Support at Anchor is deep, meaningful, and client centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, understanding their journey. We place our clients' needs before our own, especially at times of crisis.

About Opening Doors Crisis Response Team

Anchor's homelessness crisis program provides housing information, support, and referrals for people who are experiencing homelessness or at risk of homelessness. We provide a thorough assessment and planning process to identify needs, promote health and wellbeing and tailor support to individuals. The team provides:

- Comprehensive, holistic assessment and planning process.
- Outreach support for people sleeping rough.
- Private rental workshops and coaching.
- Referrals.
- Support with funding applications and to the Victorian Housing Register.

Anchor prides itself on working from the theoretical framework underpinning Advantaged Thinking, Trauma Informed Practice and strengths-based case management where the voice of clients and families are considered a priority to informing our practice and service development.

Position Summary

This role sits within the Opening Doors Crisis Response Team that contributes to Anchor's purpose of making it possible for people to attain a safe, secure and stable home. This role is a champion for Anchor's values, vision, goals and promotes the Agency's strategic objectives.

The primary accountabilities of the role are as follows but not limited to:

- Assessing and prioritizing the needs of individuals who are homeless or are at risk of becoming homeless.
- Responding sensitively and appropriately to vulnerable individuals and their families and providing clear and accurate information on options and services available to them.
- Providing support to individuals and their families who are in crisis and in need of assistance.
- Identifying individual needs and providing assistance to access alternative support agencies and, where necessary, advocating on their behalf to assist in accessing appropriate services.
- Documenting and maintaining accurate case notes and entering information utilising the Specialist Homelessness Information Platform (SHIP) and internal data bases, as required.
- Identifying all accommodation vacancies available on a daily basis using the SHIP platform.
- Providing crisis support and an outreach service to people who are in need of housing or support.
- Accurately assessing the level of financial assistance required and facilitating referral pathways, as required.
- Assisting clients in achieving realistic positive outcomes.
- Utilising a range of engagement skills and providing a flexible and responsive approach to the needs of the client in terms of brief intervention.

Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

Key Capabilities

Client Focus: Demonstrates detailed knowledge of client issues and service delivery response to client needs.	Problem Solves: Uses and shares experience and knowledge of work area to assist in the day-to-day problems and achieving work outcomes in a positive way.
Advocacy: Advocates for clients to advance their interests in line with	Empowerment: Enhances people's ability to use their own resources and capacities

Anchor's objectives.	to solve problems and achieve goals.
Continuous Improvement: Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary.	Teamwork: Offers constructive feedback and provides balanced and informed perspectives at team meetings.
Listens, Understands, Adapts: Listens carefully to others and ensures mutual understanding and actively addresses any miscommunications.	Autonomy: Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required.
Integrity: Understands and models Anchor's social, ethical and organisational standards and responsibilities in all interactions.	

Inherent requirements of Work Activities/Environment

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities and demands.	Daily
	Work in a team environment, supporting and developing team members.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Regular
	Work in unstructured environments.	Regular
	Work irregular hours, including after hours.	Regular
	Work in buildings which may be two-story.	Regular
	Work in open plan office.	Regular
	Sit at a computer or in meetings for an extended period, concentrating for extended periods of time.	Regular
People Contact	Work closely with clients to support them.	Daily
	Work closely with Team Leader.	Daily
	Liaise with other agency staff.	Daily
	Advocating for clients.	Regular
	Interreact with members of the public who may display the full range of emotional expressions, including parents, significant others, family members, advocates, doctors, police.	Regular
	Engage with appropriate community networks and consultation opportunities to enable better service delivery.	Regular
Administrative	Undertake administrative tasks which may include the following: case noting, incident reports,	Daily

Tasks	funding applications and preparing routine reports.	
	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams/WebEx and Zoom and a range of databases and software.	Daily
	Use technology including computers, telephones/mobiles, conferencing technology such as Microsoft Teams/WebEx and Zoom and a range of databases and software.	Daily
Transport	Drive vehicles, possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behavior, verbal or physical.	Occasional

Mandatory Qualifications and Licences

- Minimum Diploma qualification in Community Services, Social Work, Psychology and/or related behavioral sciences, together with relevant workplace experience.
- Completion of a Criminal History Check and Working with Children Check (employment) on commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- Drivers Licence.
- Level 2 First Aid Certificate, or the willingness to undertake/gain the qualification.

Skills, Experience and Knowledge

- An understanding of the theoretical frameworks that underpin Anchor's approach to homelessness, including trauma, Advantage Thinking and Self-Determination Theory.
- Knowledge of the homelessness service system, SHIP and working with people presenting with complex needs.
- A highly developed practice wisdom, including a strong awareness of how your personal values impact your perception of people who are facing homelessness.
- Possess a positive, 'can do' with a passion for driving cultural awareness and safety for all clients, including Aboriginal and Torres Strait Islanders; other CALD groups and clients who identify as LGBTQI.
- Possess the capacity to provide adaptive and flexible approaches to practice.
- Ability to multitask and thrive in a fast-paced environment.

Expected behaviors for all Anchor Staff

- Acts in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values.
- Acts in accordance with Anchor's health and safety policy and management system, including the Psychosocial Health and Wellbeing framework of Me<>WE<>US.
- Values and promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities.

- Abides by the Child Safe and Wellbeing Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005.
- Demonstrates a customer focus by prioritising the needs and outcomes of staff and clients.
- Acts in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality.
- Contributes to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities.
- Participates in staff meetings, program planning, coaching sessions, professional development sessions and service planning meetings.
- Participates in formal supervision processes, probationary and annual performance appraisals.
- Contributes to innovation and continuous improvement.
- Successfully completes all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

Statement of Commitment to Child Safety and Wellbeing

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe.

Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities and Anchor responds to their individual needs to ensure their inclusion, empowerment and wellbeing.

Anchor's commitment to Diversity and Inclusion

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

Employee Declaration

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.

Employee Name	
Employee Signature	
Date	