



## Housing First Rapid Response Team Leader

### JOB DESCRIPTION

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| <b>Position</b>                         | Housing First Rapid Response Team Leader                                 |
| <b>Team</b>                             | Housing First Rapid Response Team  |
| <b>Reports to</b>                       | Line Manager: Program Manager Housing First Rapid Response               |
| <b>Legal Employer</b>                   | St Patrick's Community Support Centre                                    |
| <b>Location</b>                         | Fremantle, Perth   |
| <b>Positions reporting to this role</b> | Nil  |
| <b>Award</b>                            | Social, Community, Home Care and Disability Services Industry Award 2010 |
| <b>Classification</b>                   | Level 6  |
| <b>JD review/created</b>                | Created 1 <sup>st</sup> Feb 2021   |

### OUR VISION

A community where people live securely and reach their potential.

### OUR MISSION

To lead bold action in our community with the ultimate goal to end chronic homelessness.

### OUR VALUES

- Leadership** *Enabling our people to taking bold action to address the complex social issues.*
- Dignity** *People feel respected and empowered.*
- Justice** *Everyone is treated equitably with honesty and fairness.*
- Hospitality** *People feel welcome, secure and valued.*

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### PROGRAM PROFILE

St Patrick's Community Support Centre's (St Patrick's) is leading a multi-agency (with Ruah, UnitingWA, Wungening Aboriginal Corporation) rapid response to help alleviate some of the growing pressures on homelessness in the Perth metropolitan area.

The expected outcomes for this program are:

- 100 who are sleeping rough in the Perth metropolitan area will be effectively engaged with housing first support workers and supported into safe accommodation.
- Capacity will be available to provide a crisis response to emerging "hot spots" for people who are sleeping rough around Perth.
- A range of short, medium and longer term housing options will have been explored and some secured as an ongoing supply of housing for the housing first response across the Perth metropolitan area

### POSITION PROFILE

The position is time limited to provide an immediate and rapid response working with identified chronic rough sleepers in Perth metropolitan area. This includes up to 100 people relocated from

public spaces to short-term hotel accommodation, referrals from Department of Communities, and people identifying as rough sleeping and assessed as a priority via Project Zero. The role will lead a team of frontline Assertive Outreach and Support workers working to successfully transition people to safe housing, linked with the Housing First Initiative.

### **KEY ACCOUNTABILITIES**

- Leadership of Housing First Rapid Response Team
- Delivery of quality service provision
- Meeting reporting and compliance requirements including key performance indicators, within area of responsibility.
- Contribute to service development and planning in the area of homelessness and housing first

### **RESPONSIBILITIES AND DUTIES**

#### Leadership

The **Housing First Rapid Response Team leader** will **provide guidance, coordination, and supervision** to team members within the program guidelines to meet the expected outcomes for this program including.

- providing support to the program team as required, including assisting and monitoring caseloads, compliance with legislation, funding and agency guidelines and organisation policy and procedures.
- liaise with Project Manager Housing First Rapid Response Team to:
  - ensure the team have the resources and support required,
  - undertake performance development monitoring and review of staff reporting to this position including annual performance development and reviews,
  - complete funding and internal reporting requirements.
- Assist with identification of chronic rough sleepers, completion of VI-SPDAT surveys and cross referencing and uploading details to the By-Name List.
- Supporting teams to ensure clients are fast tracked into secure, safe and suitable housing that is appropriate to their needs, whilst enabling them to retain and thrive in long-term housing.
- Working with the Housing Supply Project Officer, and After Hours Support Service to ensure housing and support needs are met.
- Support teams to ensure culture and practice is blended to support service delivery to meet individual needs of specific groups such as Aboriginal /CALD groups.
- Providing clients with advocacy support when required .
- Assist housing support workers with high needs clients and/or collaborate with specialist services for people with more intensive mental health, alcohol and drug, or other specific challenges.
- Ensure team members maintain good quality case notes, up to date care plans and adherence to information sharing protocols.
- Monitoring and review of case plans, case closure and exit planning,
- Lead regular weekly case management meetings with Housing First Rapid Response team across all consortium partners.
- Monitor and coordinating brokerage funds to ensure services are responsive to client needs and to facilitate an integrated approach between specialist homelessness services and mainstream agencies.

- Liaise with key project partners to ensure a wraparound approach to supporting clients in the program, particularly through Ruah and the after-hours support team.

#### Administration

- Undertake administrative tasks as appropriate including data entry, contributing to reports and minutes.
- Ensure appropriate records are kept in line with privacy act and organisation policies.
- Contribute to program reports as directed.

#### Organisation requirements

- Work in a team-based environment, contributing to and cross sector collaboration and supporting teams/ workers as appropriate.
- Maintain the rights, interests and needs of the people we support, while understanding and respecting the linguistic and cultural diversity of the people we support and our work teams.
- Comply with agencies and program policies and procedures including occupational health and safety regulations.
- Completion of training and associated assessments as requested
- Maintain qualifications, licences, certificates, checks and clearances.
- Contribute to the continuous improvement of activities, including safety and quality.
- Undertake other duties as reasonably requested.

#### **COMPENTENCIES - CRITERIA**

1. Well-developed communication and interpersonal skills including the ability to work and communicate effectively with service staff, service users, community agencies and other professionals.
2. Demonstrated ability to effectively network within the sector and form strong referral networks.
3. Good understanding of existing of existing public, private and community housing pathways for people in housing crisis.
4. The ability to form working relationships with high-needs clients.
5. Ability to lead teams and provide guidance and direction within program guidelines
6. Demonstrated understanding of issues affecting the Aboriginal and Torres Strait Islander community particularly in regard to transience and homelessness, cultural considerations, trauma and sensitivities.
7. Demonstrated ability to establish effective working relationships with people from a wide range of socio-economic, multicultural and linguistically diverse backgrounds.
8. An understanding of health and safety issues relevant to the position.

#### **QUALIFICATIONS AND EXPERIENCE**

##### **Essential**

1. Diploma or Degree Level qualification in relevant areas such as community services/social work/social science and/or significant experience working in the homelessness sector.
2. Demonstrated experience in managing /leading teams
3. Experience in the provision of services to people with complex issues including homelessness, disability, mental health, trauma and dual diagnosis.
4. Demonstrate understanding factors contributing to homeless as well as identified gaps and limitations while working with people experiencing homelessness.

5. Demonstrate understanding and relevant experience working with people at risk of homelessness
6. Demonstrated understanding of existing of existing public, private and community housing pathways for people in housing crisis
7. Working with Children Check
8. National Police Clearance
9. Possession of an appropriate class motor vehicle driver's license

**Desirable**

1. Current First Aid certificate
2. Evidence of training and experience in undertaking a trauma informed and client-centred approach to working with clients
3. Evidence of training and continuous professional development in working with individuals from a diverse or Aboriginal and Torres Strait Islander background in a culturally safe manner
4. Previous knowledge of data collection programs.
5. Relevant computer skills in MS Office software and applications.

**APPLY FOR THIS ROLE**

Please complete filling in the online application and uploading your CV

<https://www.surveymonkey.com/r/YLMJDXG>

Enquiries can be directed to [llevy@stpats.com.au](mailto:llevy@stpats.com.au) or phone Lyn Levy 6372 8414

**Suitable applicants will be appointed immediately.**