

## Position Description

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<b>Position:</b>	Specialist Practise Lead
<b>Reports to:</b>	General Manager Keeping Housing
<b>Location:</b>	This role moves between sites as needed
<b>Portfolio:</b>	Keeping Housing
<b>Term:</b>	Fixed term 2 years

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### Launch Housing

Launch Housing has an ambitious agenda to achieve our vision of ending homelessness, providing a strong focused voice on homelessness driven by the values of Empowerment, Fresh Thinking, Agility, Leadership and Courage.

We are an independent provider of choice for clients and the 'go to' organization on homelessness for government, media, philanthropy, private donors and the community. Clients are at the centre of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop sustainable solutions to homelessness.

To find out more, visit our website at - <https://www.launchhousing.org.au/>.

### Position Overview

Launch Housing is entering an exciting period of renewal, informed by a new Theory of Change and high-impact strategy that aims to reverse the rate of street homelessness in Melbourne.

Launch Housing provides a range of initiatives and support programs for people with chronic histories of trauma and homelessness, resulting in the need for multiple and varied intensive support needs.

The Practise Leader / Specialist Practitioner position is an important role based within the Keeping Housing team and is closely linked with other Practise Leader role/s in the organisation. The purpose of the role is to support Launch Housing in the development and implementation of a framework that ensures provision of trauma informed, evidence-based practice and service delivery for staff providing case management support and other services within the Launch Housing suite of programs. The role will ensure Launch Housing services are well resourced and supported in their practice and partnerships for people experiencing or at risk of homelessness.

The position will initially be based remotely, however will be required to work from Launch Housing Inner Melbourne locations.

The position requires a person with significant expertise in the delivery of support services for people with complex needs. The person must be able to provide leadership in project management, and use their well-developed critical thinking skills and understanding of the Specialist Homelessness Service system and its adjacent systems, for the purpose of service design and integration with existing services.

The person must be skilled in relationship development and management to achieve strong partnerships and collaborative practices within Launch Housing. The person will lead Launch Housing to develop its range of support programs to complex clients to the highest possible standards.

**Direct reports:**

- Nil

**Key Responsibilities / Outcomes**

- Undertake detailed project planning using a project management framework, ensuring high levels of engagement with critical internal stakeholders that facilitates ownership of accountability for successful implementation and delivery of tasks.
- Work closely with the line management, particularly Program Managers, to lead the service design, implementation and ongoing continuous improvement of trauma informed case management services across all relevant programs.
- Using excellent change management skills and approaches, lead the integration and alignment of all Launch Housing support services, working with line management to implement change as required.
- Staff wellbeing is actively considered and pressures such as vicarious trauma and occupational violence are thoughtfully addressed through design and development of training that compliments service delivery approaches.
- Participate in and lead a range of activities which result in the development of an impact led culture, including the development of program logics, program manuals and practice resources.
- Participate in and lead a range of activities focused on high quality performance of the Launch Housing service offer, including the accreditation of Launch Housing programs against agreed standards and a range of activities associated with program establishment, team reflection and support, planning, policy development and continuous practice improvement.
- Work closely with the Impact, Outcomes and Evaluation team to support the development of a strong evidence informed practice culture, including support to develop and implement quality data systems, innovative monitoring strategies and reporting practices.
- Support a range of evaluative activities that support evidence based approaches to the work of specialist homelessness providers.
- Work closely with the Campaigns and Engagement team to ensure the voices of consumers are reflected in service design and delivery.
- Promote and sharing the work including through internal communications
- Establish trusted relationships up, down and throughout the organisation to ensure internal barriers to success are removed
- Carrying out any other duties as requested

## **Attributes and Experience**

The ideal person candidate will:

1. Have experience working in a client facing human services role with a preference for an understanding of housing and homelessness policy, context and systems. Candidates with experience outside of the specialist homelessness system are welcomed.
2. Have demonstrated ability to work collaboratively with others towards effective client outcomes, and exercising skills in engaging with stakeholders.
3. Be able to collaborate with purpose, focused on solutions and able to prioritise and manage available resources to greatest effect within overall resource limits.
4. Have demonstrated high level writing and communication skills
5. Have demonstrated ability to work independently, be self-motivated to meet deadlines and superior organisational skills

## **Declaration Statement**

I have read, understand and accept the content and the broad requirements of the role outlined in this Position Description.

Signed: .....

Date:    /    /

Full Name: .....