



**Council to Homeless  
Persons**

2 Stanley Street  
Collingwood VIC 3066  
Australia

**P:** 03 8415 6200

**E:** kelly@chp.org.au

## Position Description -

### Position details

|                   |   |
|-------------------|---|
| Position title    | Senior Practitioner   |
| Site              | Council to Homeless Persons - 2 Stanley Street,<br>Collingwood, VIC 3066, Australia |
| Team/department   |   |
| Employment status | Part time   |
| How many hours?   | 30.4  |
| Employment type   | Maximum term  |

### Reporting relationships

|                   |  |
|-------------------|--|
| Reports to        | Jennifer Smith - Chief Executive Officer |
| Review managed by | Jennifer Smith - Chief Executive Officer |

### Position purpose

|                  |   |
|------------------|---|
| Position purpose | Council to Homeless Persons (CHP) was established in 1972 as a public company limited by guarantee. |
|------------------|---|

#### Purpose

CHP is the peak Victorian body representing organisations and individuals with a commitment to ending homelessness. CHP works to achieve this purpose through providing leadership in policy development, advocacy, capacity building and working in partnership with people who are or who have been without a home.

#### Vision

An end to homelessness in Victoria.

#### Guiding principles

CHP believes that homelessness is unacceptable, avoidable and within our reach to resolve. As a peak body and member organisation, CHP prioritises its work to where it can have most impact. To that end, CHP will:

- Develop, support and promote evidence-based research, policy and practice
- Maximise the effective influence of people who are or who have been without a home on the development of homelessness policy and practice

- In all of CHP's work, reflect the diversity of experience and the importance of inclusive practice, to benefit all Victorians impacted by homelessness
- Recognise Aboriginal people as the first peoples of Australia and work alongside them to realise their right to self-determination. Aboriginal people are the arbiters of good practice and must be empowered to make decisions about their own future
- Provide leadership in influencing and advocating for systems change. Implement effective strategies to influence decision-makers to both end homelessness, and to address the drivers of homelessness, including: poverty, access to housing, discrimination, violence and access to appropriate health and community support
- Build the capacity of CHP members, the SHS and broader service sectors to achieve the best outcomes for people who experience homelessness
- Galvanise cross-sector collaboration to strengthen a shared commitment to ending homelessness. This includes working in partnership with other peaks and advocacy bodies, human service providers including justice and health, government, private and philanthropic sectors, and with the community to enhance outcomes for people who experience homelessness.

#### Strategic Directions

To deliver impact over the next four years, CHP will:

1. Inform community attitudes and influence government policy and decision making to end homelessness
2. Strengthen partnerships with people who are or who have been without a home to end homelessness
3. Build the capacity of the human services system to end homelessness
4. Strengthen CHP as a contemporary and sustainable peak

CHP currently:

- seeks to influence federal, state and local government policy in ending homelessness through providing policy advice and advocating to the Victorian Government and local Councils within Victoria, as well as making a significant national contribution to Homelessness Australia,

the national (unfunded) peak body, and to the Everybody's Home national campaign

- provides the Homelessness Advocacy Service (HAS) – the pioneering complaints service of Victoria's SHS services;
- leads consumer participation within Victoria's SHS and partnership with people who are or who have been without a home, through the Peer Education and Support Program (PESP)
- enhances the capacity of Victoria's SHS and broader service sectors through the provision of training, forums and dissemination of current policy, evidence based practice and research information
- produces Parity, Australia's leading national publication on homelessness and delivers a statewide biennial conference.

#### About the Role:

The senior practitioner role works across Victoria's SHS, to promote best and evidence informed practice with people who are at risk of, or experiencing, homelessness.

The senior practitioner supports the capacity of the SHS to take evidence-based practice to scale across the state. The position complements the peak's existing capacity building work contributing to the development and delivery of resources and training for the SHS including support for recruitment and retention of staff.

The Senior Practitioner plays a key role in Australia's engagement with Housing First Europe Homeless Hub and lead CHP's Housing First (HF) permanent supportive housing sector development activities in Victoria including the delivery of HF training in Victoria.

A focus of the work is supporting service implementation and practice through capacity building across SHS and allied services for people experiencing homelessness with high and complex needs, including in response to Covid-19.

The duties within this position description may be varied from time to time by the Chief Executive Officer or delegate to meet organisational requirements. Any variation shall be done in consultation with the position incumbent.

#### General responsibilities

- Uphold CHP philosophies and goals
- Engage in professional and ethical conduct at all times

- Work within the organisation's policy and practice guidelines set out in the CHP policy manual
- Work in partnership with the CHP team to leverage activities undertaken in the position to further CHP's policy and advocacy agenda

#### Other Duties as Required

The duties within this position description may be varied from time to time by the Chief Executive Officer or delegate to meet organisational requirements. Any variation shall be done so in consultation with the position incumbent.

#### General Conditions of Employment

The successful candidate must achieve a satisfactory Police Check and Working with Children

Check prior to an offer of employment being accepted.

Pre-employment checks may include a requirement for proof of identity, evidence and currency of qualifications, driver's license and other relevant personal documentation.

Referee checks from at least two independent referees are mandatory and will be conducted prior to an offer of employment being made.

## Accountabilities and key performance indicators (KPIs)

### Accountability

Occupational Health & Safety: Employees, students and volunteers have a duty to take care to protect their own health and safety and to avoid adversely affecting the health and safety of any other person. Employees, students and volunteers are to:

Housing First and assertive outreach training program

### KPIs

- Comply with OHS policies and procedures
- Report incidents to their manager
- Report any hazards or concerns they see in the workplace
- Participate in and attend relevant training
- Providing advice to key stakeholders on service model development, service model fidelity and adapting models to local area needs and systems
- Participating in Australia's engagement with Housing First Europe Homeless Hub and the roll out and delivery of Homelessness Australia's HF Australia training in Victoria
- Delivering assertive outreach training
- Convening and facilitating Communities of Practice for key program areas including Rough Sleeping Action Plan (RSAP) funded front line service staff and H2H and other Housing First front-line service staff

## Accountability

Contributing to building SHS sector capacity: The Senior Practitioner leads and contributes to a wide range of SHS capacity building and policy response activities including:

Engaging key stakeholders: Engaging key stakeholders, including housing providers, local government, DHHS, homelessness services, health and community services around evidence informed models of service delivery and good practice for different cohorts of people experiencing, or at risk of homelessness:  
Reporting relationships:

## KPIs

- Developing and delivering training or other capacity building activities tailored to meet learning and development needs of services working with people experiencing long term homelessness.
  - Environmental scanning and dissemination of research and best practice in homelessness service provision, including related human services fields to identify current and emerging evidence, good practice and service models
  - Providing practitioner and subject matter expert (SME) input into resource and training development
  - Developing and facilitating targeted practice groups for RSAP and H2H/ Housing First services that support person-centered and trauma informed practice and how these can be embedded into frontline service delivery.
  - presenting at conferences, forums and meetings
  - Provision of resources
  - Advising on service and model development
  - Contributions to publications.
- The Senior Practitioner provides a supervisory role to project staff as required.

## Position dimensions

|                          |        |
|--------------------------|--------|
| Revenue                  | \$ .00 |
| Financial delegation     | \$ .00 |
| CAPEX/OPEX               | \$ .00 |
| Number of direct reports |        |

## Key internal and external stakeholders

| Stakeholder                     | Purpose of communication  |
|---------------------------------|---|
| Chief Executive Officer/Manager | To openly communicate all issues/developments with to ensure success of the organisation. The Capacity Officer reports to the SHS Learning Program Coordinator.   |
| Colleagues                      | Work with colleagues to ensure organisational goals are achieved. Interact with colleagues demonstrating honesty and respect. Key internal contacts include the Manager Consumer and Capacity Building Programs, the SHS Learning Program Coordinator and the CHP Finance team. |
| External Stakeholders           | Build and maintain a strong relationships with contractors/funders/delivery partners to ensure they are able to fulfil their roles effectively.   |

## Selection criteria

Qualifications

- Satisfactory Police Check
- Current Working with Children Check
- Tertiary qualification in a relevant field including social welfare, youth work, community development or another human service-related field

#### Experience

- Advanced homelessness practice, leadership skills and experience, including the in the delivery of case management and assertive outreach services to people with complex needs
- Demonstrated experience in developing, organising and facilitating training and/or capacity building activities
- Report writing and social research skills and experience
- Demonstrated project coordination skills, including experience in stakeholder engagement and project planning
- (Desirable) Experience delivering Housing First programs
- (Desirable) Experience in the design, implementation and evaluation of specialist homelessness services
- (Desirable) Understanding of consumer participation frameworks and experience engaging with consumers as project stakeholders

#### Capabilities

- Highly developed capacity to work in partnership with related high level interpersonal and communication skills
- Demonstrated capacity to work independently and as part of a team.
- (Desirable) Existing relationships and professional networks within specialist homelessness services in Victoria