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<b>Position title:</b>	Housing Support Worker
<b>Reports to:</b>	Housing Team Coordinator
<b>Location:</b>	South Melbourne
<b>Classification:</b>	Band 4

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## Organisation Overview

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's South Melbourne residential facility includes 7 on-site self-contained units, and a number of off-site units, for families for up to three months. The service includes support in securing and maintaining medium to long-term housing and tailored support for parents and children. It provides specialist services for vulnerable children and families (including the Homeless Children's Specialist Support Service). The South Melbourne site is staffed during regular business hours, with occasional evening programs.

The Housing Support Worker provides case management to clients experiencing or at risk of homelessness, through the provision of a range of intervention options ensuring that the client's needs are identified and tailored goals developed that promote the client's independence, empowerment, autonomy and dignity. This support may be provided in a range of environments including funded accommodation services, private housing or via assertive outreach to clients experiencing housing crisis.

### Direct reports:

- Nil

## Key Responsibilities

- Engage with clients to determine eligibility for the organisation's services and refer potential clients to more relevant services if required.
- Develop case plans in conjunction with clients and implement strategies that enable clients to achieve their goals by building on their strengths and focusing on solutions. Create positive working relationship with clients through on-going rapport building.
- Assist clients to develop longer term housing options, both within and/or independently of Launch Housing's supported accommodation program.
- Engage on-going with clients in family violence safety planning through the Multi-Agency Risk Assessment and Management Framework (MARAM). Utilise available family violence funding to maximise resources available to client.
- Work within legislative frameworks to provide safety for children and families through engagement and advocacy within Child Protection, Victoria Police and judicial systems.
- Ensure clients maximise all government and community income assistance and support.
- Initiate and maintain contact with vulnerable clients using flexible engagement strategies and outreach to achieve case plan goals.
- Use trauma-informed theories and frameworks to provide clients with best practice case-management.

# Position Description

- Coordinate services required by the client and client's family and monitor their ongoing effectiveness. Work within a multidisciplinary team both within Launch Housing as well as across external agencies to coordinate case plan goals.
- Maintain appropriate casework records and statistics.
- Participate in regular supervision in which a reflective approach is taken in relation to service objectives and casework issues.
- Adhere to Launch Housing's policies and procedures.
- Participate in service review and development, and identify and share good practice across Launch Housing program areas.
- Participate in annual performance management planning in which service objectives and professional development needs are discussed and determined.

## Key Selection Criteria

1. A relevant tertiary qualification in human services, and direct experience in the delivery of services to clients with complex needs relating to homelessness.
2. Demonstrated understanding of housing and homelessness policy, context and systems.
3. Demonstrated ability to work collaboratively with others towards effective client solutions.
4. Good interpersonal and communication skills, both verbal and written.
5. Well-developed organisational and time management skills.
6. Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities.
7. Excellent problem-solving skills.
8. Working with Children Check
9. Full Driver's License