
Position title:	Coordinator, Elizabeth Street Common Ground (ESCG)
Reports to:	Program Manager, Permanent Housing
Location:	Elizabeth Street Common Ground, Melbourne
Classification:	Band 6

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

Elizabeth Street Common Ground (ESCG) provides permanent, affordable, high-quality housing to 65 people with complex needs who have experienced chronic homelessness. Unison tenancy management staff provide responsive tenancy services to an additional 66 tenants, comprised of low income workers and students within the same facility. ESCG has a team of Launch Housing support workers onsite who provide holistic case management practice, including after-hours support.

The ESCG Coordinator is responsible for providing effective leadership to the support team to ensure that all housing support services run out of Launch Housing's ESCG residential facility provided to clients are delivered in an effective, consistent and professional manner. The support team includes both day staff and after hours staff, and is part of an overall onsite team that includes concierge, tenancy and ancillary services.

The ESCG Coordinator will also ensure that the requirements of the relevant funding agreement are met and other activities associated with the needs of the organisation are completed.

Direct reports:

- Case Managers
- Community Care Aid
- Concierge and Administration Workers

Key Responsibilities

- Provide direction to the team to ensure the delivery of consistent, high-quality support services to clients.
- Ensure a consistent, compliant and best-practice approach to case management.
- Support, respond and follow up critical incidents.
- Develop and maintain strong relationships with internal and external stakeholders and partners.

Position Description

- Manage resourcing and staffing needs, including but not limited to recruitment of new staff and best practice rostering for a 24/7 site in accordance with relevant Launch Housing policies and procedures.
- Advocate on behalf of clients with other agencies to ensure access and delivery of effective services.
- Oversee the induction and training of new staff.
- Ensure the provision of services align with relevant legislative, regulatory and policy requirements.
- Ensure staff comply with all Launch Housing policies, procedures and relevant practice expectations.
- Ensure the appropriate supervision and performance development of staff in accordance with relevant Launch Housing policies and procedures.
- Under the direction of management, monitor and approve program budget and credit card expenditure
- Support the effective and efficient management of resources in order to maintain organisational sustainability.
- Support a culture and program of continuous improvement by encouraging feedback from staff and clients to inform program and service improvements.
- Monitor, approve and maintain records of expenditure within the program, and ensure compliance with relevant guidelines.
- Ensure the program or service complies with funding and service agreements, professional standards and relevant legislation, policies and guidelines.
- Lead the referral process including managing the Vacancy Management System, referred client waitlist, participation on the referral panel, intake assessments and documentation for new clients and induction to site.
- Organise Peer Support sessions across other Launch Housing staff and sites.
- Support the Program Manager with grant and philanthropic applications.
- Participate in broader organisational meetings.
- Participate in annual performance management planning in which service objectives and professional development needs are discussed and determined.
- Attend internal and external training as planned with Coordinator and in line with personal development plan, where appropriate.
- Participate in service review and development, and identify and share good practice across Launch Housing program areas.
- Adhere to Launch Housing's policies and procedures.

Key Selection Criteria

1. A tertiary qualification in human services, social work or other relevant discipline.
2. Demonstrated understanding of housing and homelessness policy, context and systems.
3. Demonstrated ability to work collaboratively with others towards effective client solutions.
4. Experience supporting staff who work with people with complex needs.
5. Ability to provide supervision that is supportive and promotes professional development and accountability.
6. Good interpersonal and communication skills, both verbal and written.
7. Leadership qualities including a high degree of initiative and analytical skills.
8. Well-developed organisational and time management skills.
9. Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities.