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<b>Position title:</b>	First Nations Pathways Program Worker
<b>Reports to:</b>	Mental Health & Wellbeing Coordinator
<b>Location:</b>	Collingwood
<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

The First Nations Pathways Program is a new program funded by City of Yarra aimed at addressing the barriers that First Nations peoples in the City of Yarra and beyond experience in accessing culturally safe housing and homelessness support services.

The program will have two phases. The first phase will focus on scoping in consultation with the First Nations community and agencies, and a review of Launch Housing's current practices to identify the access barriers and service gaps for First Nations peoples. This process will support Launch Housing Cultural Safety Plan and commitment to address disparity. The second phase will focus on implementing changes identified in the first phase and continued commitment to strengthening relationships with key agencies and the community to improve the service offer for First Nations people experiencing or at risk of homelessness.

This role will have a strong focus on building relationships with the First Nations community in the City of Yarra. The role will also develop internal relationships and contribute to information and learnings from the First Nations community being shared across the broader organisation.

The position operates as a solo worker reporting to the Mental Health and Wellbeing Coordinator. The First Nations Pathways Program sits within the Mental Health & Wellbeing Programs team and thus has access to the teams informal and formal support mechanisms.

## Direct reports:

- Nil
- May provide limited guidance to a limited number of lower classified employees and/or volunteers

## Key Outcomes

Service delivery
<p>Success will look like:</p> <ul style="list-style-type: none"> <li>• Contribution to program design, development, implementation and evaluation processes</li> <li>• Liaising with internal and external stakeholders to establish and maintain collaborative relationships</li> <li>• Maintaining client files and records in accordance with organisational procedures on a computer case management software system</li> <li>• Generating correspondence and reports and contribute to the general administration of the service</li> </ul>
Continuous Improvement
<p>Success will look like:</p> <ul style="list-style-type: none"> <li>• Advocating to ensure that services are relevant, flexible and accessible to people experiencing homelessness</li> <li>• Identifying service gaps and work with other agencies to develop service and housing options</li> <li>• Identifying improvements in the coordination of Launch Housing's services</li> </ul>
One Team
<p>Success will look like:</p> <ul style="list-style-type: none"> <li>• Actively engaging in continuous improvement within the team</li> <li>• Strong relationships within the team, and Launch Housing</li> <li>• Behaving in accordance with all Launch Housing policy and procedure, including the Code of Conduct</li> <li>• Any other task as directed</li> </ul>

## Position Characteristics

Skills, knowledge, experience, qualifications and/or training
<p>This position requires the following:</p> <ul style="list-style-type: none"> <li>• Moderate specialised knowledge related to the work area</li> <li>• Working knowledge of statutory requirements relevant to the workplace</li> <li>• Working knowledge of their workplace function and operation</li> <li>• Working knowledge of administrative practices and procedures</li> <li>• Basic knowledge of organisational structures and functions</li> <li>• Working knowledge of work practices and policies relevant to the work area</li> </ul> <p>This position will undertake ongoing up-skilling required both internally and externally</p>
Organisational Relationships
<p><b>Level of Supervision</b></p> <p>The position is supervised on a general basis, except where supervision is not required by the nature of the responsibilities being undertaken</p> <p><b>Level of Direction</b></p> <p>This position works under general direction from a higher classified employee</p> <p><b>Availability of Assistance</b></p> <p>Assistance from a higher classified employee is available when required</p>

Extent of Authority

**Involvement in development or creation of work practices and procedures**

May contribute to matters for which there are no clearly established practices and procedures

**Involvement in the preparation of budgets and financial reporting**

Nil

**Freedom to act**

This position adheres to established work practices. However, may be required to exercise initiative and judgment where practices and direction are not clearly defined

**Monitoring of work outcomes**

Work outcomes are monitored regularly depending on complexity

**Provision of assistance**

This role may provide limited to assistance to lower classified employees

**Problem solving**

Solutions to problems may require the exercise of some judgment, with guidance generally being found in procedures, precedents and guidelines

**Essential Key Selection Criteria**

1. Experience working with Aboriginal & Torres Strait Islander peoples
2. Understanding of policies, contexts and systems impacting Aboriginal & Torres Strait Islander peoples
3. Ability to build positive relationships, work collaboratively and communicate with people of diverse backgrounds and abilities
4. Commitment to the values of Launch Housing and our mission to end homelessness

**Desirable Key Selection Criteria**

1. A qualification in community services or social work
2. Understanding of the homelessness service system
3. Understanding of program design, development, implementation and evaluation processes