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| Position title: | Enhanced Engagement Support Worker |
| Reports to: | Case Management Coordinator |
| Location: | Southbank |
| Classification: | SCHCADS 4 |

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 Enhanced Engagement Support Worker will provide an enhanced level of engagement during a client's stay at Southbank. The role will assist clients to link with internal and external services suitable to meet their individual support needs, and accompany the client to appointments to assist with engagement and follow-up.

The Enhanced Engagement Support Worker will also provide enhanced outreach to their clients in the community once stable accommodation has been secured or to continue assisting with housing options. The support will be delivered through assertive outreach, providing continuity of care and portable support for the client across their accommodation outcomes.

Direct reports:

- N/A

Key Responsibilities

- Conduct comprehensive assessments of clients' needs in order to develop collaborative case plans.
- Provide a comprehensive intensive case management service to clients, including assistance with accommodation, advocacy, assessment, referral and the development of community supports.
- Assist clients to maximize their options and potential by facilitating their involvement in community and social activities, recreational and training opportunities.
- Advocate on behalf of clients where agreed; including liaison with mental health, drug and alcohol services, legal institutes, government and non-government service providers.
- Initiate/attend case management meetings with professionals involved with clients ensuring collaborative service delivery.

Position Description

- Develop a strengths-based pathway to recovery.
- Develop pathways to access specialist supports.
- Focus on preventing the development of chronic conditions and/or the worsening of existing chronic conditions.
- Utilise the current therapeutic supports offered by Southbank.
- Provide an enhanced level of engagement during a client's stay at Southbank.
- Assist clients to link with internal and external services suitable to meet their individual support needs.
- Accompany the client to appointments to assist with engagement and follow-up.
- Clients will also be supported to engage in well-being activities, skill development opportunities, and peer support offered at Southbank.
- Provide enhanced outreach to their clients in the community once stable accommodation has been secured.
- Ensure the client's needs continue to be met and to identify other support services involved that may be more suitable to continue to support the client.

Key Selection Criteria

1. A relevant tertiary qualification in human services, and direct experience in the delivery of services to clients with complex needs.
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. Valid Victorian Driver's License