

Position Title:	Coordinator	Position Number:	POS70
Reports To:	Site Manager	Location(s):	East St Kilda
PD Number:	PDGH004	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

The Coordinator is responsible for providing effective leadership to their team to ensure that programs and services provided to clients are delivered in an efficient, consistent and professional manner. The 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. The Coordinator is part of the on-call roster and is responsible for all after-hours support for the site.

The Women's only Crisis Accommodation is a residential facility with 15 single client rooms, the service provide temporary accommodation (for up to 8 weeks with the possibility of extension), case management, transitional support and other services to assist clients in achieving dignified and sustainable housing outcomes. The program also provides support to women outside the residential facility, including a LH rooming house located in the St Kilda area.

Direct Reports

- After-Hours Support Workers

Key Outcomes

Leadership and Supervision
<p>Success will look like:</p> <ul style="list-style-type: none"> • Provide leadership using a best practice and feminist leadership approach and be accountable for all activities at the East St Kilda site, ensure the provision of consistent and high-quality services • Provide direction to team to ensure the delivery of consistent, effective and high-quality programs and services • Provide high quality leadership and program coordination to their relevant teams • Provide supervision and support the performance development of staff in accordance with relevant Launch Housing policies and procedures

Service Delivery

Success will look like:

- Ensure a consistent and best-practice approach to case management
- Contribute to the delivery of innovative solutions to improve housing and wellbeing outcomes for clients
- Advocate on behalf of clients with other agencies to ensure access and delivery of effective services
- Support and respond to critical incidents on clients and staff

Program Management

Success will look like:

- Under the direction of management, monitor and approve program budget expenditure, maintain relevant records accordingly and ensure compliance with relevant guidelines
- Assist in the identification of ongoing and emerging issues in homelessness and housing and contribute to an environment of continuous quality improvement and innovation
- Ensure the program or service complies with funding and service agreements, professional standards and relevant legislation, policies and guidelines
- Support a culture and program of continuous improvement by encouraging feedback from stakeholders, staff and clients to inform program and service improvements

One Team

Success will look like:

- Actively engaging in continuous improvement within the team
- Building and maintaining strong relationships within the team and Launch Housing
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct
- Undertaking any other tasks as directed

Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

Ongoing training not necessarily required in this position, however incumbents must keep up to date with legislative changes and governmental regulations related to role.

This position requires the following:

- Extensive specialised knowledge related to the work area
- Extensive knowledge of work practices and policies relevant to the work area
- Extensive knowledge of statutory requirements relevant to the workplace
- Extensive knowledge of their workplace function and operation
- Extensive knowledge of administrative practices and procedures
- Working knowledge of wider organisational structures and functions

Organisational Relationships

Level of Supervision

The position is generally not supervised, unless undertaking specialised or complex responsibilities.

Level of Direction

Works under limited direction.

Availability of Assistance

Assistance available on complex or unusual matters.

Extent of Authority

Involvement in the Development or Creation of Work Practices and Procedures

Involvement in establishing operational procedures which impact work activities, outcomes and operational activities.

Involvement in the Preparation of Budgets and Financial Reporting

Employees at this level will be required to assist in the preparation of, or prepare the organisation's budget.

Freedom to Act

Has significant delegated authority. Selection of methods and techniques based on sound judgment..

Monitoring of Work Outcomes

Work outcomes are generally not monitored directly, however someone in this position would be expected to report back to their manager.

Provision of Assistance

This role may provide extensive 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.

Key Selection Criteria

- Have a relevant tertiary qualification (desirable)
- Demonstrated experience in client facing human services, social work or other relevant discipline, with a preference for an understanding of housing and homelessness policy, context and systems
- Experience supporting staff who work with people with complex needs
- Demonstrated leadership skills and previous experience managing staff
- High degree of initiative and analytical skills, including well-developed organisational and time-management skills
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness