

Aboriginal Housing & Recovery Coordinator

Our vision: *People and communities have strong mental health and wellbeing.*

Our purpose: *Partnering with clients and carers to deliver mental health and wellbeing services that enhance quality of life.*

Our values: *Hope, Creativity and innovation, Client focus, Making a difference, Integrity.*

Position Information

<p>Purpose</p>	<p>The Aboriginal Housing & Recovery Coordinator role will work with people who identify as Aboriginal and/or Torres Strait Islander who are clients of the Homelessness to a Home (H2H) service. The Housing & Recovery Coordinator will work closely with local communities and kinship groups to ensure there is the opportunity for their client/s to engage with community and build or rebuild connect to culture, community and/or kinship groups in a place of their choosing.</p> <p>The Housing & Recovery Coordinator will provide intensive case management support to clients who have experienced chronic homelessness and/or rough sleeping who present with multiple and complex support needs including mental illness, alcohol and drug use, trauma, and physical health issues. This role will coordinate supports to ensure Aboriginal and Torres Strait Islander H2H clients are linked into appropriate services in a timely manner. Working collaboratively with clients and service providers the Coordinator will monitor the effectiveness of services and/or interventions and to engage in high level advocacy and systems change where required.</p>
<p>Position reports to</p>	<p>Service Manager</p>
<p>Mind classification level</p>	<p>SCHADS Level 4</p>
<p>Stream</p>	<p>Victoria Operations</p>
<p>About the service</p>	<p>Haven; Home, Safe and Mind Australia Limited have formed a consortium to assist people experiencing homelessness to transition from temporary hotel accommodation into housing as part of the Victorian Government's From Homelessness to a Home (H2H) program.</p> <p>The H2H initiative is an opportunity to make a significant, lasting impact on homelessness and rough sleeping in Victoria. This investment will provide affordable housing and support to vulnerable people whilst also</p>

Mind values the experience and contribution of people from all cultures, genders, sexualities, bodies, abilities, ages, spiritualities and backgrounds. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with a lived experience of mental ill-health and recovery, people living with disability, those who identify as LGBTIQ and applicants from culturally and linguistically diverse backgrounds.



	<p>promoting their health and wellbeing and prevent a return to rough sleeping. They will work in partnership with a range of specialist agencies across the Barwon South West and Loddon regions to provide a tailored and multidisciplinary approach to support clients to access properties in the private rental market and access to mental health, drug and alcohol, and family violence services based on the needs of individuals.</p>
<p>Position description effective date</p>	<p>January 2022</p>
<p>Responsibilities</p>	
<p>Provide intensive support to Aboriginal and/or Torres Strait Islander clients</p>	<ul style="list-style-type: none"> • Provide targeted and integrated case managed responses to Aboriginal and Torres Strait Islander clients through flexible outreach. • Build trust through strengths focused engagement including building relationships with local Aboriginal and Torres Strait Islander communities, kinship groups and with elders. • Develop a recovery plan by completing My Better Life planning tool in collaboration with the client. • Implement an assertive, intensive service delivery model to work with individuals to establish and maintain housing and recover from experiences of being homeless and sleeping rough. • Actively engage with clients using trauma informed care approach and an understanding of the impacts of colonisation, forced removal from family and community and dispossession. • Coordinate client appointments including support to attend appointments. • Provide practical assistance and case coordination to help navigate the service system and coordinate supports. • Supporting planning to more independent living leveraging community-based health and social supports, engagement with local culturally appropriate services, which may include advocacy and liaison to assist clients to access appropriate services and safety planning and immediate accommodation. • Develop long term housing plans with clients. • Assist clients to reconnect or connect with local Aboriginal and Torres Strait Islander communities and services recognising the health benefits of connection with country and community. • Work collaboratively with clients and community to assist in reducing individual and group experiences of isolation and exclusion. • Support clients to build social capital through linkages into a range of community supports. • Implement client-centred approaches that foster self-determination.



- Engage with clients at times and in locations familiar to them that enable relationship building and the provision of information about housing and other service options.
- Implement practical strategies that aim to address barriers that people sleeping rough face in accessing housing, particularly in terms of enabling the social housing application process.
- Assess client needs and vulnerabilities with a specific focus on health and emotional well-being which recognizes poor health outcomes widely experienced by Aboriginal and Torres Strait Islander peoples who have experienced homelessness and/or rough sleeping.
- Engage with clients to fully understand their need for assistance with mental health, physical health, education and employment, eligible entitlements and benefits, housing, transport, recreation and social connections.
- Provide practical assistance to clients in obtaining permanent housing, health and other culturally appropriate services that clients identify as a priority.
- Provide assistance and support to clients during the transition into housing including both practical assistance with furniture, connecting utilities, etc.
- Support clients to develop skills and independence in relation to activities of daily living such as self-care, budgeting, cleaning the home, personal hygiene, and/or laundry.
- Facilitate group work activities utilizing a co-design approach.
- Provide housing support for as long as necessary to ensure tenancy establishment and sustainability.
- Provide formal and informal supports and services that facilitate social well-being and opportunities to participate in community, education, training and or employment.
- Undertake exit planning that balances the need for service continuity but avoids over-dependency.
- Work with clients to foster independent living and assist them in meeting their goals and needs in relation to support required.
- Support clients in a range of areas including:
 - Understanding and managing client's own mental health.
 - Spiritual health and connection.
 - Strengthening cultural safety.
 - Crisis and incident management.
 - Addressing stigma and managing issues arising from trauma.
 - Managing physical health.
- Provide support regarding alcohol and drug use using a harm minimisation approach.



	<ul style="list-style-type: none"> • Provide support in response to trauma using a trauma informed care approach. • Purposefully engage with clients using techniques including: <ul style="list-style-type: none"> - Brief intervention. - Motivational interviewing and coaching. - Family inclusive practice. - Trauma informed practice. - Conflict resolution. - Behaviour support for dual diagnosis. • Contribute to the achievement of service delivery targets. • Provide service to clients in accordance with Mind's Model of Recovery oriented practice and deliver high quality, person-centred services to meet the needs of clients. • Build a risk profile of clients and manage accordingly.
Contribute to a high performance team to deliver a quality client services	<ul style="list-style-type: none"> • Work collaboratively with team members to share insights and knowledge regarding effective ways to assist Aboriginal and Torres Strait Islander clients requiring intensive support. • Maintain a flexible approach to work to ensure service targets are met and high quality services delivered to all clients regardless of background.
Performance and administration	<ul style="list-style-type: none"> • Monitor own work practices to ensure compliance with all performance targets and related policies and procedures. • Operate within delegated authority and undertake a range of administrative tasks that support efficient and effective service delivery.
Develop and maintain external relationships and partnerships	<ul style="list-style-type: none"> • Engage in productive working relationships that add value to service delivery especially with local Aboriginal and Torres Strait Islander communities, elders and kinship groups. • Attend external meetings/networks/working groups as appropriate, in line with Mind's delegation schedule and with the support of management. • Understand the impact of external influences for the service, area, division and team.
Professional development	<ul style="list-style-type: none"> • Undertake relevant training and professional development, including regular supervision, appropriate to the primary work of the service and Mind. • Participate in reflective practice.
Accountability	<ul style="list-style-type: none"> • Conduct yourself in accordance with the Mind Code of Conduct and Mind policies and procedures which may change from time to time.



	<ul style="list-style-type: none"> Proactively support Mind’s vision of supporting people facing mental health challenges to live well and be socially included, in accordance with the Mind values.
Workplace health, safety and wellbeing	<ul style="list-style-type: none"> Contribute actively to the maintenance of a safe workplace. Ensure all safety issues are reported and addressed as they arise.
Lived experience	<ul style="list-style-type: none"> Contribute to a workplace that values lived experience and the inclusion of consumers, carers and families in the work we do.
Cultural safety	<ul style="list-style-type: none"> Contribute to a culturally safe workforce and service environment for staff, consumers, carers and volunteers from all cultures, genders, sexualities, bodies, abilities, spiritualities, ages and backgrounds.



Position Requirements	
Qualifications required	<ul style="list-style-type: none"> • No minimum qualification required but a Tertiary qualification (minimum Certificate IV) in Mental Health, Peer Work, Psychology, Social Work, Occupational Therapy or other health related field as designated by Mind would be desirable. • Experience working with Aboriginal and Torres Strait Islander communities in mental health and or homelessness.
Knowledge, skills and experience required	<ul style="list-style-type: none"> • Understanding of the link between Aboriginal and Torres Strait Islander people's health outcomes, homelessness and mental health. • Demonstrated understanding of the effects of colonisation, dispossession, racism, systemic disadvantage and forced removal from family and community. • Demonstrated capacity to effectively engage with Aboriginal and Torres Strait Islander communities and with elders. • Demonstrated ability to coach and develop team awareness of Aboriginal and Torres Strait Islander culture and cultural protocol where service delivery will occur. • Demonstrated ability to work within a case management approach, including care coordination, advocacy, service scoping and monitoring service delivery effectiveness involving clients with complex needs. • Ability to work both autonomously and as part of a team, incorporating effective planning, time management, organisational skills, resourcing, and achieving quality outcomes. • Skills and experience in advocacy, collaboration, facilitation, evaluation and problem solving. • Demonstrated experience in Motivational interviewing, Harm reduction, Trauma Informed Care, Positive Behaviour Support, Assertive outreach/active engagement, Recovery oriented practice, care coordination, and Housing Focused Support. • Demonstrated ability to plan and prioritise to meet client service delivery requirements. • A track record in successful relationship development and management and strategic partnerships. • An understanding of service development and design. • Excellent customer service skills. • Demonstrated experience in reporting and working with a variety of electronic systems. • Demonstrated understanding of available community services, networks and supports. • A lived experience of mental ill health and recovery or experience caring for a person with mental ill health is desirable.

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Other	<ul style="list-style-type: none">• Right to work in Australia.• Current valid driver's licence.• Current NDIS Worker Screening Check Clearance.• Working with Children Check or equivalent (Blue Card - QLD).• Able to obtain and provide evidence of vaccinations against COVID-19.• This position is open to Aboriginal and Torres Strait Islander applicants only, as Mind Australia considers that being Aboriginal or a Torres Strait Islander is a genuine occupational requirement for the position under the 'special measures' of section 12 of the Equal Opportunity Act 2010 (VIC).
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