
Position title:	Coordinator – PRAP Plus
Reports to:	Program Manager – Keeping Housing
Classification:	Band 6
Location:	Cheltenham

Organisation Overview

Launch Housing has an ambitious and singular mission to end homelessness. Driven by our values of Empowerment, Fresh Thinking, Agility, Leadership and Courage, we aim to get people housed, keep them housed and be an influential voice on ending homelessness.

We were formed in 2015 following a merger of two well-respected agencies – Hanover Welfare Services and HomeGround Services. We are a secular, independent provider of choice for clients and the ‘go to’ organisation 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 seek to pioneer 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 Private Rental Assistance Program Plus (PRAP Plus) is an exciting new initiative to provide support to households accessing private rental properties that require additional practical support to establish or maintain their housing. PRAP Plus is an extension of the Private Rental Assistance Program (PRAP) which works as an early intervention program to support families and individuals to access or re-access the private rental market. Together, the PRAP and PRAP Plus programs assist people experiencing, or at risk of, homelessness secure affordable rental opportunities and support them to ensure they meet their rental obligations as well as address underlying causes for their housing instability.

The Coordinator – PRAP Plus leads a small and geographically dispersed team and will play an integral role in implementing the program in the North Eastern, Bayside and Southern Melbourne areas. This will include ensuring that direct reports are supported to fulfill their roles, all of the funding requirements are met and the program is delivered in line with Launch’s values.

Direct reports:

- PRAP Plus Case Managers (5 staff)

Key Responsibilities

- Provide direction to team to ensure the delivery of consistent, effective and high-quality programs and services.
- Under the direction of management, ensure staff are supported to perform and comply with all Launch Housing policies, procedures and relevant practice expectations and standards.
- Provide high quality leadership and program coordination to team
- Provide leadership to site and model positivity and Launch values
- Provide supervision and support the performance development of staff in accordance with relevant Launch Housing policies and procedures.
- 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.
- Support a culture and program of continuous improvement by encouraging feedback from stakeholders, staff and clients to inform program and service improvements.
- Support and respond to critical incidents on clients and staff.
- Develop and maintain strong relationships with internal and external stakeholders.
- 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.
- Advocate on behalf of clients with other agencies to ensure access and delivery of effective services.
- Under the direction of management, manage resourcing and staffing needs and the recruitment process for new staff.
- Ensure the team actively contributes to the mission and vision of the organisation, lives its values and operates with a high-level of integrity.

Key Selection Criteria

- A tertiary qualification in human services, social work or other relevant discipline.
- Program coordination/management experience within the community sector.
- Demonstrated understanding of housing and homelessness policy, context and systems.
- Demonstrated ability to work collaboratively with others towards effective client solutions.
- Experience supporting staff who work with people with complex needs.
- Proven ability to provide supervision that is supportive and promotes professional development and accountability.
- Good interpersonal and communication skills, both verbal and written.
- Leadership qualities including a high degree of initiative and analytical skills.
- Well-developed organisational and time management skills.
- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities.
- Right to work in Australia
- A valid Victorian driver's license