

<b>Position Title:</b>	ICMI Worker	<b>Position Number:</b>	POS121
<b>Reports To:</b>	Coordinator	<b>Location(s):</b>	Multiple Sites
<b>PD Number:</b>	PDKH021	<b>Classification:</b>	Band 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 position sits within the Youth Transitions Portfolio as part of our Youth Support Services Team. The Youth Transitions Team offers a housing and support options to young people experiencing, or at risk of homelessness.

### **Youth Support Services: Intensive Case Management Initiative**

Reporting to the Coordinator of Youth Support Services, the role operates as part of the e Creating Connections Consortium, the ICMI role works across the local government areas of City of Stonnington, City of Port Phillip, Bayside, Kingston and Glen Eira. The primary purpose of this role is to assist with the immediate and ongoing support needs of young people that are at risk of or experiencing homelessness for a period of up to nine-months. This consists of providing a range of flexible support services and high-level coordination to clients, through strengths based, trauma informed and intensive case management models to maximize independence and minimize service dependence. ICMI is designed to address the unique needs of young people in the homelessness system, focusing on housing stability, connection to community, support of multiple and complex needs, and wellbeing.

## Direct Reports

- No direct reports but may provide limited guidance to a limited number of lower classified employees, students and/or volunteers

## Key Outcomes

### Service Delivery

Success will look like:

- Work from strengths based and trauma informed practice frameworks to support young people to identify and achieve their goals.
- 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 maximise 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.

### Quality Processes and Program Improvement

Success will look like:

- Ensure all processing and reporting requirements are performed to a consistently high standard.
- Learn from experiences and share knowledge and experience with others.
- Actively participate in organisation structures and meetings, including team meetings with a client focused, continuous improvement mindset.
- Participate in overall development of the service and in the development of policies and procedures to underpin the provision of effective and efficient service delivery.
- Maintain accurate case files and records which are confidentially stored.
- Ensure all work is carried out in accordance with Launch Housing policies and guidelines, service procedures and requirements of funding bodies including occupational health and safety policies and procedures.
- Ensure all internal and external data collection systems are adhered to.

### 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
- Act in accordance with all Launch Housing policies and procedures, including the Code of Conduct
- Ensure you communicate effectively and proactively in your team
- Actively participate in supervision, coaching and professional development including individual work plan and individual development plans
- Undertaking any other tasks as directed

## Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training
<p>Incumbents in this position will undertake ongoing up-skilling both internally and externally.</p> <p>This position requires the following:</p> <ul style="list-style-type: none"> <li>• Advanced specialised knowledge related to the work area</li> <li>• Working knowledge of work practices and policies relevant to the work area</li> <li>• Developing 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 wider organisational structures and functions</li> </ul>
Organisational Relationships
<p><b>Level of Supervision</b></p> <p>Graduates work under direct supervision, otherwise the role is supervised on a general basis except where this level of supervision is not required by the nature of the responsibilities being undertaken.</p> <p><b>Level of Direction</b></p> <p>Works under general direction.</p> <p><b>Availability of Assistance</b></p> <p>Assistance available when required and when problems occur.</p>
Extent of Authority
<p><b>Involvement in the Development or Creation of Work Practices and Procedures</b></p> <p>May contribute to matters for which there are no clearly established practices and procedures.</p> <p><b>Involvement in the Preparation of Budgets and Financial Reporting</b></p> <p>Nil.</p> <p><b>Freedom to Act</b></p> <p>Freedom to act within established guidelines . Exercise of judgment may be required to solve problems utilising organisational skills acquired through qualifications and/or previous work experience.</p> <p><b>Monitoring of Work Outcomes</b></p> <p>Work outcomes are monitored regularly depending on complexity.</p> <p><b>Provision of Assistance</b></p> <p>This role may provide some assistance to lower classified employees.</p> <p><b>Problem Solving</b></p> <p>Solutions to problems may require the exercise of some judgment, with guidance generally being found in procedures, precedents and guidelines.</p>

## Key Selection Criteria

- A relevant tertiary qualification in human services or related discipline, and direct experience in the delivery of services to clients with complex needs highly desirable.
- Demonstrated understanding of housing and homelessness policy, context and systems.
- Demonstrated ability to work collaboratively with others towards effective client solutions.
- Good interpersonal and communication skills, both verbal and written.
- Well-developed organisational and time management skills.
- Demonstrated ability to build positive relationships and communicate with young people of diverse backgrounds and abilities.
- Excellent problem solving skills.
- A demonstrated commitment to working ethically with young people, as defined by the Code of Ethical Practice for the Victorian Youth Sector.
- Valid Victorian Driver's Licence.