

Position Description

Position Title: Peer Support Worker

Position Number: POS100

Reports To: Case Management Coordinator (POS101)

Location(s): Southbank

PD Number: PDHSI053

Classification: Band 4

Organisation Overview

Launch Housing is passionately committed to achieving our vision of ending homelessness and providing a strong focused voice on homelessness driven by our values; empowering, adaptable, courageous and caring.

We are Melbourne's largest independent secular specialist homelessness organisation and the 'go to' organisation on homelessness for government, media, philanthropy, supporters and the community.

From providing high quality housing and an innovative range of support, education and employment services, we bring solutions to homelessness under one roof for thousands at risk of, or experiencing the crisis and trauma of homelessness. 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 solutions at scale, and to make Melbourne a world leading city in ending homelessness.

Launch Housing is an Equal Opportunity employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, people with a lived experience of homelessness and people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex or queer.

To find out more, visit our website at launchhousing.org.au.

Position Overview

Launch Housing is committed to embracing and learning from the unique insight people with a lived experience of homelessness can bring to our work. The Launch Housing Lived Experience Participation Strategy 20-24 guides this work which includes the expansion of our Peer Support workforce.

The Peer Support Worker will use their lived experience appropriately and effectively to build relationships with the people they support that are clients of Southbank Crisis Accommodation both on site and in the community. The Peer Support Worker will also use their lived experience to inform and contribute to staff learning, service development, the delivery of the program principles and building connections with stakeholders.

Direct Reports

- May provide limited guidance to a limited number of lower classified employees and/or volunteers.



Key Outcomes

Service Delivery

Success will look like:

- As part of a multidisciplinary team, supporting clients by ensuring case planning is client centred and accurately reflect clients needs.
- Maintaining appropriate records and data metrics in a timely manner.
- Facilitating monthly Residents' Meetings to assist residents to provide feedback on their experiences at Launch Housing Southbank.
- Facilitating group activities which are representative of the needs of the client cohort.
- Providing orientation to new residents to Southbank and the local area.

Continuous Improvement

Success will look like:

- Using flexible engagement strategies under the framework of Intentional Peer Support to assist residents to set and achieve goals and to engage with support.
- Participating in regular internal and external supervision.
- Participating in external co-reflection.

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.
- Upholding the principles of the Child Safe Code of Conduct, ensuring that Child Safe Standards are translated into operational practices at all times.
- Undertaking any other tasks as directed.

Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

Incumbents in this position will undertake ongoing up-skilling both internally and externally. This position requires the following:

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

Organisational Relationships

Level of Supervision

The position is supervised on a general basis, except where supervision is not required by the nature of the responsibilities being undertaken.



Level of Direction

Works under general direction.

Availability of Assistance

Assistance available when required and when problems occur.

Extent of Authority

Involvement in the Development or Creation of Work Practices and Procedures

May contribute to matters for which there are no clearly established practices and procedures.

Involvement in the Preparation of Budgets and Financial Reporting

Nil.

Freedom to Act

Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.

Monitoring of Work Outcomes

Work outcomes are monitored regularly depending on complexity.

Provision of Assistance

This role may provide limited 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

- Qualification in Intentional Peer Support Core Training or experience in a similar role.
- A lived experience of homelessness.
- Understanding of the principles of Intentional Peer Support.
- Commitment to trauma-informed, client-centred practice that is culturally safe.
- Demonstrated ability to plan and manage work flow to meet service delivery targets, including administration and reporting.
- Ability to work collaboratively with others towards effective client outcomes.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

