

Position Description

Position Title: Senior Children's Worker	Position Number: Multiple Positions
Reports To: Coordinator – Child Wellbeing & Practice	Location(s): South Melbourne
PD Number: PDHSI063	Classification: Band 5

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

The Senior Children's Worker is a part of Launch Housing's Children's Team and is responsible for the provision of trauma-informed, culturally safe, and child-centred support responses for children and families experiencing homelessness and/or family violence.

The Children's Team is part of Launch Housing's Specialist Child & Family Services area within the broader Families & New Beginnings function, based at the Launch Housing South Melbourne Families Crisis Accommodation site. The Children's Team supports children, young people, and their families who are accessing the homelessness service system. The Children's Team provides a range of services for children affected by homelessness including individual and group-based child and family focussed support where the child or young person is the primary client.

The Senior Children's Worker is responsible for operationalising the Children's Team program, which consists of Stream 1 (a supported assessment and case planning response), Stream 2 (an enhanced case management support response), and Stream 3 (a group work program). Within the Stream 1 program, Senior Children's Workers undertake assessment of a child and family's needs to inform case management and referral goals, provide flexible, outreach-based support to children and families in crisis and assist families to navigate and be connected within the Specialist Homelessness Sector. Within the Stream 2 program, Senior Children's Workers work directly with child and their family using a variety of approaches including therapeutic direct work, child-focussed systems work, enhanced case management, and the provision of parenting support to address the complex needs of children and families with a lived experience of homelessness, family violence and/or trauma, thereby decreasing the impact of trauma on both their immediate and long term emotional and physical wellbeing. Within the Stream 3 program, Senior Children's



Workers lead and co-facilitate groupwork programs for children and families experiencing homelessness and/or family violence, including children's groups, parenting programs, and school holiday activities. Additionally, together with the Coordinator – Child Wellbeing & Practice, Senior Children's Workers advocate for a child-centred and child-focussed response by providing secondary consultation, guidance and education to staff members & volunteers within Launch Housing and more broadly within the Specialist Homelessness and Child and Family Services sector to amplify the needs and voices of children experiencing homelessness and/or family violence.

At Launch Housing, we believe that leadership is not defined by position or title – but by the mindset you bring and the actions you take. We also believe that leadership is learnable – that there is a body of knowledge, skills and dispositions associated with leadership that can be learned.

The Launch Housing Leadership Framework outlines the key expectations and behaviours required for effective leadership at every level. This role is aligned to the Leading Self proficiency level within the framework, reflecting the responsibility to demonstrate professionalism, personal accountability, self-awareness, and continuous development.

Key Outcomes

Service Delivery

Success will look like:

- Engaging with children and their families to determine eligibility for relevant Children's Team programs, and/or facilitating referrals to other internal and external services or programs as required.
- Providing a high-level, child-centred assessment and complex case management response to children, young people, and their families who are experiencing homelessness and/or family violence, in line with the Launch Housing Practice Framework.
- Provision of a range of trauma-informed and culturally safe child-focussed responses, including (but not limited to) engaging children in art/craft/play based activities, provision of parenting support, case management and coordination tasks, and advocacy with a focus on enhancing safety, stability, and supporting children's developmental and wellbeing needs.
- Providing outreach support to children and families with complex needs who are accessing the homelessness support system in crisis, transitional or emergency accommodation.
- Assessing and collaboratively planning around risk pertaining to family violence, drug and/or alcohol misuse, neglect, and abuse.
- Facilitating and/or participating in case conferences as required and working proactively with children, their families, and other supports to achieve case plan goals.
- Developing and lead or co-facilitating specialist Group Work programs for children who have experienced homelessness, including children's activities, school holiday activities, and parenting programs – some of this work may occur after-hours by prior agreement.
- Working within a collaborative, strengths-based model with a strong child-focussed, family systems perspective in the development of case plans and flexible service response delivery.

Leadership

Success will look like:

- Providing secondary consultation to internal and external referrals in relation to child-centred support and case management needs with a focus on increasing the child's voice and visibility in the homelessness service system.
- Travel or out-posting to other Launch Housing sites and teams as required, to assist in the provision of child-focussed team upskilling, practice reflection, and/or secondary consultation
- Supporting a strong safety focus for all teams within the program (including physical and psychological safety).
- Supporting the Coordinator – Children's Wellbeing & Practice with the induction and onboarding of new staff.
- Leading child-focussed practice reflection sessions in collaboration with the Coordinator - Children's Wellbeing & Practice.
- Supporting and responding to critical incidents on clients and staff, including comprehensive assessment of risk and safety planning.
- Participation on the on-call roster approximately 4 weeks per calendar year.



Continuous Quality Improvement

Success will look like:

- Working closely with the Coordinator – Children’s Wellbeing & Practice to ensure Children’s Team programs comply with professional standards and relevant legislation, policies and guidelines.
- Supporting a culture of continuous learning and innovation of services delivered from the Children’s Team, the organisation, and partnerships, including via encouraging feedback from stakeholders, service users and staff.
- Assisting in the identification of ongoing and emerging issues for clients supported by the Children’s Team and contributing to an environment of continuous quality improvement and innovation.
- Identifying and applying for grants and other funding opportunities.
- Ensuring all processing and reporting requirements are performed to a consistently high standard.
- Undertaking administration duties that ensure a high level of accountability, confidentiality, and efficiency.

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:

- Advanced specialised knowledge related to the work area
- Extensive knowledge of work practices and policies relevant to the work area
- Working knowledge of statutory requirements relevant to the workplace
- Extensive knowledge of their workplace function and operation
- Working 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 general direction.

Availability of Assistance

Assistance available when required and when problems occur.



Extent of Authority

Level of Management Responsibility

May supervise a limited number of lower classified employees and/or volunteers.

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 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 moderate 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

- A relevant tertiary qualification – social work or related discipline (desirable).
- Experience working effectively with children, young people, and/or families within the homelessness and/or family violence service systems.
- Experience engaging children and families through therapeutic play based, group work, and/or family systems and evidence-based trauma approaches.
- Demonstrated understanding of the impact of homelessness on children and families, child development, attachment theory, and child safe practices.
- High level of experience in undertaking risk assessments and safety planning.
- Demonstrated leadership skills and previous experience mentoring and/or coaching staff (desired).
- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities
- A valid Victorian Driver's Licence (mandatory).
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

