

Position Description

Position Title:	Coordinator - ESCG	Position Number:	POS131 & POS343
Reports To:	Service Manager – Long Term Supportive Housing (POS745)	Location(s):	Elizabeth Street
PD Number:	PDHSI025	Classification:	Band 6

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

Elizabeth Street Common Ground (ESCG) provides permanent, affordable, high-quality housing to 65 people with complex needs who have experienced chronic homelessness. Unison tenancy management staff provide responsive tenancy services to an additional 66 tenants, comprised of low income workers and students within the same facility. ESCG has a team of Launch Housing support workers onsite who provide holistic case management practice, including after-hours support.

The Coordinator – ESCG is responsible for providing effective leadership to the support team to ensure that all housing support services run out of Launch Housing's ESCG residential facility provided to clients are delivered in an effective, consistent and professional manner.

The support team includes both day staff and after-hours staff and is part of an overall onsite team that includes concierge, tenancy and ancillary services. The Coordinator - ESCG will also ensure that the requirements of the relevant funding agreement are met and other activities associated with the needs of the organisation are completed.

Coordinators ensure that their teams are well informed about Launch happenings, especially where it relates directly to their team's work. Their messaging is consistent with Launch Housing's values and supports initiatives developed by all areas of the business.

Coordinators support their staff by role modelling the Launch Housing Values, being approachable, and ensuring that every team member has a development plan and attends all relevant training for their role. They support staff performance through regular supervision and feedback, and use mistakes as opportunities to learn and grow where appropriate. They set clear and fair performance expectations for their team, including setting appropriate boundaries around client work to keep their staff safe. They know what resources are available to them and how to make the best use of them.

When leading their teams through change they communicate the vision for the change with their teams in a positive manner, listening to staff concerns and addressing them where possible. They encourage their staff to be innovative and support practice improvements through a continuous quality improvement lens.

Direct Reports

- May supervise a small team or section of their organisational unit

Key Outcomes

Leadership

Success will look like:

- Providing direction to team to ensure the delivery of consistent, effective and high-quality programs and services.
- Providing high quality leadership and program coordination to teams.
- Provide supervision and support the performance development of staff in accordance with relevant Launch Housing policies and procedures.

Service Delivery

Success will look like:

- 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.
- Advocate on behalf of clients with other agencies to ensure access and delivery of effective services.
- Support and respond to critical incidents on clients and staff.
- Manage resource and staffing needs including but not limited to recruitment, best practice rostering for a 24/7 site and oversee the induction / onboarding of new staff.

Program Management

Success will look like:

- 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.
- Support a culture and program of continuous improvement by encouraging feedback from stakeholders, staff and clients to inform program and service improvements.
- Support Service Manager with grant and philanthropic application processes.



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

Ongoing training not necessarily required in this position, however incumbents must keep up to date with legislative changes and governmental regulations related to role. This position requires the following:

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

Availability of Assistance

Assistance available on complex or unusual matters.

Extent of Authority

Involvement in the Development or Creation of Work Practices and Procedures

Involvement in establishing operational procedures which impact work activities, outcomes and operational activities.

Involvement in the Preparation of Budgets and Financial Reporting

Employees at this level will be required to assist in the preparation of, or prepare the organisation's budget.

Freedom to Act

Has significant delegated authority. Selection of methods and techniques based on sound judgment.



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 extensive 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 tertiary qualification in human services, social work or other relevant discipline (desired).
- 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.
- 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.
- A valid Victorian driver's licence
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

