

Pride in Place Peer Navigator

Position Title:	Pride in Place Peer Navigator	Position Grade:	SCHADS 4
Department/Division:	Queerspace	Position No.	
Reporting to:	Pride in Place Principal Practitioner		
Contract Length	Fixed term until 30 June 2027, with the possibility of extension subject to performance and ongoing funding.		
Position summary/purpose:			
<p>First Nations People, LGBTIQ+ people, people with disability, people of colour, public housing residents or people with a lived experience of homelessness are encouraged to apply.</p> <p>Pride in Place overview:</p> <p>Pride in Place provides comprehensive, safe and inclusive recovery pathways for LGBTIQ+ people who are experiencing homelessness. Pride in Place identifies and intervenes early to direct LGBTIQ+ people who are at risk of homelessness towards a pathway and place of safety. Pride in Place consortium partners include Drummond Street Services Queerspace, VincentCare Victoria, Uniting, and Family Access Network (FA N).</p> <p>Our services include Initial Assessment and Planning, Case Management and Coordination, referral to wide ranging internal and external services, Peer Navigation and Service Navigation to connect LGBTIQ+ people with the services they need, when they need them.</p> <p>Client agency and choice is at the centre of Pride in Place, with a deliberate focus on meeting our clients at their 'place' (wherever they feel safe and secure) and providing a flexible, whole of person and outcomes-based response. We will adopt a three-phased approach to create guided pathways from crisis and trauma through to sustainable recovery.</p> <p>Position Purpose:</p> <p>Pride in Place Peer Navigators work within the team to undertake preliminary case work and engage clients in the Fifth Phase of the LGBTIQ+ Housing and Homelessness Pathways function - the 'Support to Independence Recovery Curriculum'. Peer Navigators are LGBTIQ+ people who have lived experience of homelessness and who will bring a personal understanding of the complexities and challenges involved in finding and securing housing. The Peer Navigator will work in a client-centred manner to increase independence, improve social-emotional wellbeing and promote recovery. This will occur through diverse and varied approaches that may include individual support, workshops, peer-led groups and more.</p> <p>Pride in Place's client journey and service navigation approach integrates the value of 'lived experience' in both homelessness and discrimination to build an informed, empathic approaches to support people who have experiences of homelessness. This client journey and peer support approach will wrap around a range of services to address key drivers of homelessness engage clients with safe and responsive housing providers.</p>			

Key Responsibilities

Service Delivery

- Leverage lived experience as well as professional skills to support clients who identify as being part of the LGBTIQ+ community who are experiencing housing instability.
- Develop tailored case plans for clients to address support needs relating to reducing homelessness risk, strengthening tenancy management skills and other goals within the scope of Pride in Place.
- Utilise appropriate assessment tools as required to identify client needs or risks and appropriately action these, seeking support from line manager if needed.
- Develop and maintain a peer-focused working relationship with clients to help support them achieve individualised goals.
- Establish and maintain a thorough knowledge of local community agencies, including eligibility and referral requirements and other relevant resources.
- Maintain comprehensive knowledge of LGBTIQ+ specialised services as well as organisations with known safe practices.
- Aid in the development, delivery and facilitation of projects or initiatives such as peer-led groups, workshops, co-design processes, community-capacity building schemes and more.
- Liaise with staff of VincentCare Victoria, Drummond Street Queerspace, Uniting, FAN, community agencies and government on matters arising from individual client work as identified and those as directed by the Program Coordinator and Principal Practitioner.
- Provide written reports as required.
- Other duties as required.

Client Centred

- Work from a person centred, strengths-based approach that enshrines and respects diversity, equality, choice and self-determination.
- Incorporate assertive engagement and rapport building with clients.
- Create transferable relationships; promote independence, recovery from homelessness and other skillsets to alleviate housing stressors.
- Promote engagement with health and other treatment services and social inclusion activities.
- Respond to possible critical incidents, challenging behaviour and act upon immediate risk of danger to self and others as per Pride in Place procedures and escalating where required.
- Develop and maintain effective working relationships with clients to support and maintain change through the peer support process.
- Regularly liaise with clients to obtain feedback and review support period.

Administration

- Enter all client information into the Single Client Record database and use as the primary mechanism to maintain client records.
- Timely and accurate completion of client file notes and other documentation in line with relevant legislation and policy and procedure.
- Strict adherence to relevant privacy legislation.
- Ensure that all incidents are recorded into the relevant reporting tool.
- Ensure any legal documents and other documents of significance have been sighted by and have the approval of the Principal Practitioner.
- Maintain and lead a high standard of record keeping in regard to case notes, assessments, case plans, data collection, budgetary requirements, risk reporting, and other information systems associated with Pride in Place.
- Maintain transparent communication throughout the team and within the framework of line management reporting requirements, including providing timely updates as issues arise, providing accurate and relevant information, internal documents and reports as required.
- Fulfil other related administrative tasks to the highest quality as required & directed.

Community Development and Training

- Participate in professional development and training as identified in collaboration with line manager and maintain an appropriate working understanding of relevant policies and regulations in the area of housing and homelessness.
- Participate in individual and group supervision as well as communities of practice.
- Represent the organisation positively with a range of external health, social services and other relevant providers for the purpose of making appropriate client referrals, providing conjoint support where required, and promotion of agency and consortia programs
- Participate in annual performance reviews and professional development plans.
- Use community development approaches (social justice, equality and mutual respect) to increase self-efficacy and empowerment of LGBTIQ+ communities.
- Work collaboratively with other services to identify and address services gaps and client needs.
-

Accountability

- Ensure all work undertaken within areas of accountability complies with Pride in Place organisational values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards.
- Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with Pride in Place.
- Undertake appropriate training to support understanding of, and compliance with, key policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations.
- Ensure working within appropriate risk management and OH&S procedures and operating practices are embedded within services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being.
- Participate in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed to meet compliance requirements.
- Operate in accordance with the organisational schedule of delegated authorities.

Research and Evaluation

- Participate in the evaluation of service delivery and monitoring of outcomes achieved on behalf of clients.
- Participate in annual program reviews and contribute to the design and delivery of this project.

Risk

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and act to improve the quality and safety of client services
- Commit to child safety and to creating and maintaining a child safe organisation in line with the Victorian Child Safe Standards.

OH&S

- Identify, report and record all safety hazards, incidents and injuries.
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures.

Quality Assurance & Improvement

- Be proactive, engaged in and committed to creating great experiences for each client.
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

Social Differences

- Role model, demonstrate and promote respect for and value social differences.
- Interact with Drummond Street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Productivity

- Focus on people as well as productivity.
- Monitor productivity, identify and implement improvements as needed.

Infection Control

- Commit to all necessary infection control measures as directed, including:
 - Practice hand hygiene
 - Keep your working environment clean and hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
 - Wear personal protective equipment (PPE) as directed

Key Competencies/Skills

Competency

- Client centred, including culturally and LGBTIQ+ sensitive
- Promotes productive, competent work practices
- Organisational & Quality Focus
- Creative, flexible and solution focused under pressure
- High level of self-awareness, professionalism
- Strong alliance with social justice values
- Strong communication skills

Technical/Functional

- A values-based and client focused approach to service delivery informed by a demonstrated commitment to social justice issues.
- Cultural and diversity humility
- Good communication and relationship building skills, the ability to maintain collaborative working relationships with a broad range of stakeholders.
- Ability to work independently and as a member of a team, taking direction when required.

Key Selection Criteria

- A relevant vocational qualification (For example Certificate in Youth or Community Services or Diploma) or willingness to undertake a qualification, or equivalent professional experience in a related field (required).
- Ability to work with and support LGBTIQ+ people who are experiencing homelessness and presenting with multiple needs, including alcohol and other drugs, mental and/or physical illness, psychosocial, behavioural issues.
- Understanding of the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQ+ and culturally and linguistically diverse people and communities.
- Ability to provide assessments, case planning and support response to people experiencing homelessness.
- A lived experience of and/or understanding of relevant primary and allied health services, alcohol and other drug treatment services, mental health services, employment, education and training options, LGBTIQ+ and mainstream support services, and affordable housing available to clients.
- Ability to work collaboratively with others to identify and address service and client needs.
- Ability to effectively build, engage and maintain professional working relationships with people experiencing homelessness from the LGBTIQ+ community.
- Ability to liaise with other community service organisations for the development of on-going relationships and referral protocols

		<p>beneficial to client support.</p> <ul style="list-style-type: none"> • The successful candidate will be a member of the LGBTIQ+ community with lived experience of housing crisis, uncertainty or homelessness. • Full Victorian Driver’s Licence (desirable).
<p>Position Dimensions</p>		<p>Decision Making Authority</p>
<ul style="list-style-type: none"> • No. Of FTE: 0.6 (6 days per fortnight) fixed term until June 30 2027, with option to extend dependent on funding. • Operates within cross-disciplinary teams and across multiple service sites. • Participant in relevant agency partnerships and community stakeholder groups where required. 		<p>Work alongside their Supervisor to provide peer support to a caseload of clients</p>