



## Position description

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### Lived Experience Register and Strengthening Project Lead

#### Join us in working together to end homelessness in Victoria

This is a developmental 12-month contract role and will make an important contribution to advancing CHP's mission to end homelessness through evidence-based policy solutions that are informed by the voices and expertise of people with lived and living experience (LE) of being without a home.

We're looking for an experienced and dynamic project leader with a passion to create the systemic change needed to end homelessness in Victoria. You will have an unwavering commitment to elevating the voices and impact of people with LE on public policy, as well as on program design and response across the homelessness sector and in community education. Ideally, you will have connection to or strong knowledge of a lived experience/consumer sector – homeless or other alongside substantial expertise in codesign and coproduction and in strategy development.

Reporting to and working closely with the CHP Director of Lived Experience Programs, you will develop a viable statewide LE register that matches LE experts to participation opportunities in the homelessness sector and allied sectors.

The role will also:

- work in partnership with people with LE and allies to design a program of strengthening and capability support activities that enable people with LE to be most effective in giving voice to LE perspectives
- coordinate CHPs current LE engagement activities
- assist in the further development of community education packages and tools with a LE perspective
- Identify and follow-up funding opportunities for LE Register and community education initiatives

The Lived Experience Register and Strengthening Project Lead will work closely with the LE Strategic Projects Lead and collaborate across the different work areas of CHP.

Aboriginal and Torres Strait Islander people and people with lived experience of homelessness or other intersecting lived experience and who are experienced in codesign and/or project management are encouraged to apply,

#### Employment terms

This is a 12-month contract role at 0.6 FTE. The position is classified at SCHADS 6. with 12% employer superannuation payable. The role will involve some travel within Victoria.



## Organisational context

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### CHPs Vision and Purpose

Our vision: An end to homelessness in Victoria.

Our purpose: To work with, for, and alongside the specialist homelessness sector to co-create, support, and deliver on the solutions to end homelessness in Victoria.

We believe:

- homelessness should be rare, brief, and nonrecurring.
- self-determination is the pathway to ending Aboriginal and Torres Strait Islander homelessness.
- ending homelessness is possible
- homelessness is the outcome of structural inequity and inequality.
- in diversity, equity, and inclusion for every Victorian
- a collective voice for the sector will build more power and have more influence than any single voice alone.
- people with living and lived experience are crucial experts in ending homelessness.
- an equipped and resourced specialist homelessness sector can help us end homelessness.

### CHP commitment to Elevating Lived Experience Voices and Impact

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CHP has a long history (20 years) of working to elevate the voice and impact of people who have lived experience of homelessness. Over the next two years, CHP will be focused on a sector level strategic action plan to build and join up sector wide effort in this space. CHP has recommitted to effectively lead, support and coordinate sector-wide, multi-stakeholder effort to elevate lived experience voices and impact. The goals identified for this work are to:

Goal 1: Provide leadership and support to the SHS sector to elevate LE voices and impact across the sector.

Goal 2: Influence government to systematically build LE voices into policy development cycles and program design and review processes.

Goal 3: In partnership with the SHS sector, local government, and communities deliver LE informed community education programs on homelessness that shift the dial on attitudes and activate communities.

The Lived Experience Register and Lived Experience Strengthening Project Lead will play an important role in coordinating and supporting CHPs LE experts in community education, codesign, advocacy and other roles.



## **Culture and responsibilities**

### **Contributing to CHP Culture**

It is expected that each employee at CHP will strengthen our culture through understanding and acting on our values which are:

- **Lighten each day:** We celebrate progress, support each other, and bring the energy and momentum to keep moving forward together.
- **Ignite Connection:** We check in, show kindness, and create the connections that build trust and belonging.
- **Forge the Future:** We lead with courage, speak up boldly, own our decisions, and take action when its needed.
- **Together as one:** We act as one team, share knowledge openly, and achieve greater impact together

### **Specific responsibilities and accountabilities for this role**

**Responsibility 1: Develop a statewide LE register** that supports government (including local government) and government departments, as well as specialist homelessness sector (SHS) organisations and others to engage the expertise of people with LE in a diversity of governance, advisory, education, co-design and other roles

#### **KPIs**

- a) Review and learn from LE Registers in AOD, mental health and other sectors
- b) Design a homelessness sector statewide LE Register in consultation with people with LE and sector stakeholders
- c) Prepare a sustainable and costed business model for the LE Register including income strategy and payments policy
- d) Develop supporting policies, processes and structures for the LE Register in consultation with CHP's and other LE advisors
- e) Develop a monitoring, evaluation and learning framework for the LE Register in consultation with CHP's and other LE advisors and sector stakeholders
- f) Develop a 12-month implementation plan and commence early implementation as possible

**Responsibility 2:** lead co-design of a statewide LE Strengthening and Capability Program with a focus on enabling people with LE to be most effective in giving voice to LE perspectives in a range of advisory/participation settings and roles.

#### **KPIs**

- a) Review and learn from comparable programs for enabling and supporting LE participation



- and expertise
- b) Work with people with LE and sector stakeholders to co-design a graduated LE Capability and Strengthening framework/program that is integrated into the LE Register.
  - c) Prepare a sustainable and costed business model for the LE Capability and Strengthening program that considers and integrates CHPs historic Peer Education and Support Program (PESP)
  - d) Develop supporting policies, processes and structures for the LE Capability and Strengthening Program in consultation with CHP's and other LE advisors ensuring optimal alignment with the LE Register and learning from PESP
  - e) Develop a monitoring, evaluation and learning framework for the LE Capability and Strengthening Program in consultation with CHP's and other LE advisors and sector stakeholders
  - f) Plan a 12-month implementation pilot

**Responsibility 3: Grow and coordinate CHPs LE engagement requests and activities in the transition to a LE Register**

**KPIs**

- a) Update LE volunteer role statement, LE code of conduct and safety agreement and ensure alignment with work on the LE Register
- b) Ensure police and other checks are in place for CHP LE advisors
- c) Review approach to payments (align with KPI 1c)
- d) Coordinate LE internal and external engagements liaising as needs with third parties
- e) Support and enable CHP LE advisors to take up engagement opportunities including briefing and debriefing
- f) Manage related quotations, billing and payment processes collaboratively with CHP's Finance Unit
- g) Provide quarterly reports on engagements and, as possible, their impacts; provide the associated financial reports
- h) Coordinate short-term development opportunities for CHP LE advisors
- i) Transition CHP engagements to the LE Register in a timely manner

**Responsibility 4: Further develop CHP community education packages and products with a LE perspective**

**KPIs**

Working closely with CHP's LE advisors, the LE Strategic Project Lead and CHP's Communications Team

- a) Identify opportunities to extend or refine existing community education products and to develop new initiatives and products
- b) Build community education partnerships with allies and stakeholders
- c) Develop a 2-year CHP LE community education strategy with associated success measures and an evaluation framework, and financing model



- d) Identify and follow-up related funding opportunities
- e) Initiate implementation of the LE community education strategy

**Responsibility 5: Develop and maintain positive external relationships and strong internal collaboration**

**KPIs**

- a) Effectively collaborate with CHP staff to leverage opportunity across work areas and build a well-supported integrated and collegiate team
- b) Develop and maintain a strong network of positive relationships across the sector, with LE peak bodies and other key stakeholders that demonstrably support and promote:
  - a. the development and implementation of a viable statewide LE register and Strengthening and Capability program
  - b. the LE community education strategy
  - c. their work in elevating LE voices and impact
- c) Effectively collaborate with and support CHP teams in work that elevates LE voices and impact
- d) Generous contribution to and regular attendance at CHP staff meetings and events

**Responsibility 6. Maintain a focus on safety and quality**

**KPIs**

- a. Understand and act on your own workplace wellbeing strategies in a manner that is aligned with CHPs workplace values and Workplace Wellbeing and Occupational Health & Safety policies and procedures
- b. Comply with CHPs Occupational Health & Safety policies and procedures including by
  - a. reporting incidents to the Director of LE Programs
  - b. reporting any hazards or concerns you identify in the workplace
  - c. participating in relevant training.

**Selection criteria**

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**Qualifications**

- Tertiary or post graduate qualification in Community Development, Social Policy, Social Research, Social Work, Community Development, Human Resource Development or related field or equivalent lived experience.
- Training in project management methodology or equivalent practical project management experience
- Experience in capability development



- Training in codesign and coproduction methodologies or equivalent practical experience in facilitating codesign processes
- Eligibility for a satisfactory Police Check.
- Eligibility for a Working with Children Check.

Additional training or qualifications or extensive hands-on experience desirable for this role are:

- Monitoring learning and evaluation (MEL) frameworks
- Training as a LE supervisor
- Learning package design

### **Essential skills & demonstrated experience**

- Designing and managing projects involving multiple stakeholders in the human services sector
- Leading collaborative effort and building positive networks across diverse stakeholder groups including LE communities, service providers and government actors
- Experience in program/service and/or training program design
- Designing and/or implementing monitoring, evaluation and learning frameworks
- Designing and implementing co-design/coproduction processes and consultation

### **Essential capabilities**

- High-level verbal and written communication skills including ability to:
  - communicate effectively with people in different roles and with different lived experiences
  - synthesize complex ideas and concepts into accessible communications
  - prepare well-written reports and submissions
- Expertise in service and program codesign
- Strong coordination and logistics management skills
- Experience in capability strengthening and/or training
- Ability to prepare and deliver on well-considered and viable (action) plans
- Creative approach to problem solving and generating pathways to achieving outcomes
- Ability to organise and prioritise tasks and projects and effectively manage workload
- Strengths-based and trauma informed approach
- Ability to work on partnership with and support the contribution of people with LE expertise and knowledge
- Ability to work respectfully and well in cross-cultural settings

### **Desirable skills and experience**

- Experience in working within a LE sector/organisation or with LE stakeholders
- Experience in a designated LE role
- Knowledge of the homelessness sector and its operating context



- Experience in working in or with a peak or membership-based organisation

## Benefits and conditions

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- 4 weeks paid annual leave (17.5% leave loading), plus bonus leave between Christmas and New Year
- Salary packaging benefits of up to \$15,900 + \$2,650 meal and entertainment
- Some option to work from home
- Preferred pattern of work: usually over 3 days Tues – Thursday

## Other relevant information

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- To be eligible to apply for this position you must have the right to work in Australia (i.e., be an Australian or New Zealand citizen, permanent resident or hold a valid work permit or visa).
- All appointments are subject to reference and pre-employment checks. A preferred candidate with an adverse employment history or criminal record will not necessarily be precluded from employment with Council to Homeless Persons, and each application will be considered on its merits.
- You will be required to consent to a police check and Working with Children check

## To apply

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To be considered for this role, please email a **current resume** and **cover letter** which outlines your suitability for the role with reference to the selection criteria and your experience against the key responsibilities (cover letter within two pages) via Ethical Jobs or [atsijobs.com.au](https://atsijobs.com.au)

Applications close midnight Thursday 11 June. If you would like to discuss this role in more detail prior to applying, please contact [kathy@chp.org.au](mailto:kathy@chp.org.au) before 3 June 2026. Early applications are welcomed.