

Position Description

Position Title:	After-Hours Support Worker	Position Number:	Multiple Positions
Reports To:	Coordinator – After-Hours	Location(s):	Southbank, Bob's Place & East St Kilda
PD Number:	PDHSI122	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

Working at one of three dedicated crisis accommodation sites at Launch Housing, After-Hours Support Workers provide support to residents, maintain the security of the accommodation service and ensure an effective, safe and well-functioning environment. After-Hours Support Workers will offer careful consideration of the client's individual and diverse needs whilst encouraging the client's independence, empowerment, autonomy and dignity.

Launch Housing Southbank is a 51-bed crisis accommodation service in Melbourne. It offers short stays, case management, healthcare via our onsite nursing program, advocacy, and crisis support to people in need of emergency accommodation. In addition, Southbank provides clients with a selection of wellbeing options, intensive case management, AOD supports on site and a peer support program in a holistic multidisciplinary team designed to support clients through chronic and episodic homelessness. The front desk is operated 24/7 with stand-up shifts to provide assistance and care to residents and to ensure safety and security at all times.

Launch Housing Dandenong (known as 'Bob's Place') crisis accommodation service offers short stays, case management support, and advocacy for families, couples and singles. The service includes 4 family units, 9 single rooms, 2 couple rooms and is staffed 24/7. Bob's Place also provides interim response support, transitional support, intensive case management.

Launch Housing Women Services offers crisis accommodation, case management and advocacy to women experiencing homelessness in Melbourne. This site is one of the only crisis services in Victoria to employ and accommodate women only and it also offers services to trans and gender diverse individuals who identify as women. The After-Hours Support Worker role at Women Services works as part of a solo worker model with a sleepover component to the role. During the sleepover component of the shift, the worker is still required to undertake service delivery tasks outlined below as necessary, including implementing a wellbeing program after-hours, responding to critical incidents and supporting clients with a history of complex trauma.



Key Outcomes

Service Delivery

Success will look like:

- Providing comprehensive services to residents including crisis counselling, support, referrals inclusive of mental health and AOD and advocacy in accordance with case plans and in line with the practice framework.
- Maintaining appropriate casework records and statistics. Documenting risks, following ALERTS, as per case noting policies and procedures.
- Monitoring and managing the dynamics of the facility with the aim of providing an environment which is safe, supportive and enjoyable for all.
- Following all handover procedures and instructions.
- Responding to critical incidents and breaches of facility house expectations.
- Reporting and managing urgent repairs.
- Engaging external services, including emergency services as required.
- Undertaking administrative duties relevant to the running of the facility.
- Contacting the On-Call Manager as required as per the on-call procedure.
- Facilitating recreational and wellbeing activities for residents.
- Contributing to maintaining the facility to a clean, safe and hygienic standard.
- Provide support to clients that are supported in a transitional capacity as required.
- Assist clients with forms and other administration.
- Carrying out comprehensive risk assessments and safety planning.
- Clearly outlining service offerings and house guidelines to all new clients.
- Providing a consistent trauma informed and client focused service to all presenting clients.
- Sourcing emergency accommodation / HEF accommodation for clients exiting Launch Housing or who are being timed-out.

Continuous Quality Improvement

Success will look like:

- Supporting clients with a trauma informed, recovery-oriented approach in line with the Practice Framework.
- Participating in regular supervision in which a reflective approach is taken in relation to service objectives.
- Participating in the crisis service review and development and identifying and sharing good practice across Launch Housing program areas.
- Establish and maintain a knowledge of local community agencies and relevant resources.
- Maintaining effective relationships with related service delivery agencies, including emergency services and emergency accommodation options.
- Ensuring the service complies with funding service agreements professional standards and relevant legislation, policies and guidelines.
- Participating in the collection and analysis of statistical data.
- Manage administrative processes underpinning service delivery.
- Ensuring all internal and external data collection systems are adhered to.
- Ensuring the service complies with funding and service agreements, professional standards and relevant legislation, policies and guidelines.
- Participating as a member of the site team in the overall development, evaluation and improvement of the service to enable the provision of effective and efficient service delivery to clients, including attending relevant training and staff meetings and annual performance reviews.

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
- Working 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

Level of Management Responsibility

Nil - however may provide limited guidance to lower classified employees.

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 limited judgment, with guidance to be found in procedures, precedents and guidelines.



Key Selection Criteria

- A relevant tertiary qualification in human services, and direct experience in the delivery of services to clients with complex needs relating to homelessness (desired).
- Demonstrated understanding of housing and homelessness policy, context and systems.
- Demonstrated ability to work collaboratively with others towards effective client solutions.
- Good interpersonal and communication skills, both verbal and written.
- Well-developed organisational and time management skills.
- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities.
- Excellent problem-solving skills.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

