

Position Description

Position Title: Assertive Outreach Worker

Position Number: Multiple Positions

Reports To: Coordinator - RSI

Location: Multiple Locations

PD Number: PDHSI081

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

This position is part of the Rough Sleepers Initiative (RSI) program, which supports people sleeping rough in the City of Melbourne, City of Port Phillip, City of Yarra, City of Stonnington, City of Frankston and the City of Greater Dandenong.

The Rough Sleepers Initiative is comprised of Assertive Outreach Workers and Community Health Nurses from Bolton Clarke's Homeless Persons Program (HPP) and works in close collaboration with a number of other key service providers.

The Rough Sleepers Initiative approach incorporates a set of specific principles, practices and tools developed internationally which are being adapted in the Australian context. These include, but are not limited to:

- Location and identification of people sleeping rough using assertive outreach.
- Use of specific strategies and tools to identify and prioritise the most vulnerable and unwell for intensive support.
- Street level service delivery, interim housing support and links to other support services.
- Referrals to various housing and accommodation options.

The Assertive Outreach Worker position provides assertive, proactive and persistent outreach to identify, engage and support clients to achieve sustainable outcomes.

Launch Housing Leadership Framework

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:

- Finding, identifying and engaging with people who are sleeping rough.
- Assertive and persistent outreach to provide purposeful assistance to clients with complex needs and challenging behaviours.
- Working with Advance to Zero projects and completing referrals to the City of Melbourne, City of Port Phillip, City of Yarra, City of Stonnington, City of Frankston and City of Greater Dandenong Service Coordination project.
- Responding to secondary contacts such as council and emergency services.
- Sensitively surveying people who are sleeping rough, providing program intelligence for effective resource allocation.
- Utilising assessment tools to identify people in the most need of program resources.
- Offering appropriate and timely support, including referral, assessment, and advocacy.
- Short term support to a nominated case load of clients to assist in seeking suitable housing options.
- Ensuring clients are exited to appropriate supports.

Administration and Compliance

Success will look like:

- Accurately maintaining client files and records in accordance with organisation procedures on a computer case management software system.
- Maintaining key, relevant relationships and proactively building Launch Housing's brand to enhance client outcomes.
- Actively participating in organisation structures and meetings, including supervision, coaching, and professional development.

Continuous Quality Improvement

Success will look like:

- Accurately maintaining client files and records in accordance with organisation procedures on a computer case management software system.
- Ensure that services are relevant, flexible and accessible to people sleeping rough.
- Identify areas for improvement in service system responses.
- Ensure client support is informed by client participation and ongoing feedback.

Collaboration, Culture & Organisational Contribution

Success will look like:

- Actively engaging in continuous improvement within your team and across the organisation.
- Building and maintaining strong, respectful relationships with colleagues, clients, and external partners.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct.
- Translating Child Safe Standards into day-to-day practice to ensure a child-safe environment is maintained at all times.
- Contributing to a safe, inclusive and supportive workplace where everyone feels valued, respected and heard.
- Demonstrating professionalism, empathy and discretion in all work-related interactions.
- Handling personal and organisational information with care, confidentiality and integrity.
- Sharing knowledge and supporting the capability and development of others across the organisation.



- Participating in organisational initiatives, working groups or projects aligned with Launch Housing's values and strategic goals.
- Undertaking other duties as required, aligned with organisational priorities and operational needs.

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
- Basic 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

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 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 tertiary qualification in human services, social work or other relevant discipline (desired).
- Demonstrated understanding of the issues which those experiencing homelessness confront, and skills and aptitude in working for people who are marginalized and disenfranchised.
- Experience in the provision of support, and an understanding of the principles of case-management, in achieving effective outcomes for clients with complex needs.
- Knowledge of the housing service system.
- Experience of outreach working, interim support and working with clients who have complex needs.
- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities, coupled with the ability to act with empathy, sensitivity and understanding.
- Demonstrated capacity to work flexibly, and have the ability to manage competing demands and the setting of boundaries and limits.
- Good interpersonal and communication skills, both verbal and written.
- Competence in using PC-based office applications and internet.
- A valid Victorian driver's licence (mandatory).
- Understanding of, or a demonstrated commitment to upholding, Child Safe Standards in the workplace.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

