

Position Description

Position Title: IAP Worker

Position Number: Multiple Positions

Reports To: Team Leader - IAP or Coordinator

Location: Multiple Sites

PD Number: PDHSI082

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

Initial Assessment and Planning (IAP) is the main access point for clients experiencing or at risk of homelessness throughout Victoria. It helps people prevent and end homelessness by providing accommodation assistance, advice, and referrals for additional support.

The IAP Worker operates as a part of a team providing support to clients presenting to the IAP service in person, over the phone, and via email. IAP Workers are rostered on Intake, Duty, and at Outposts to provide a flexible, client-centred, and trauma-informed service offering information, financial assistance, and referral to clients experiencing or at risk of homelessness.

IAP Workers will provide a timely response when clients present to an Entry Point through triage, by directing clients to appropriate services, providing clients with information, and organising for clients to have a detailed assessment to facilitate referral. IAP Workers will liaise with external services to assist them to navigate the IAP service remotely diminishing the need for clients to present at our service nor retell their stories. This includes the provision of financial assistance and facilitating referrals where detailed assessments have been organised by external services.

IAP Workers will carry out detailed assessments with clients to facilitate referrals to Crisis Accommodation, rooming houses, Social Housing, and Support services. IAP Workers will identify, prioritise, and advocate to the IAP Team Leader for clients to be referred to Crisis Accommodation and Support Services.

IAP Workers may work at Outposts at partner agencies providing an adjusted IAP service which accommodates the host service while ensuring the provision of information, financial assistance, and referral.

IAP operates as one team across all Entry Point locations and IAP workers may be required to work from time to time from any one of these sites.



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:

- Providing client-centred services to persons experiencing or at risk of homelessness, including crisis intervention, assessment, prioritisation, assistance to secure crisis accommodation, assistance to secure or maintain long term accommodation, distribution of financial assistance and linkages to appropriate support services.
- Utilise trauma-informed practices to enhance safety and stability while addressing children's developmental needs, ensuring a holistic and supportive service approach.
- Ensure thorough assessments and referrals to connect families with appropriate housing and support services.
- Advocating on behalf of clients with public housing, community housing, real estate agents, mental health and other services to ensure access and delivery of services.
- Conduct comprehensive risk assessments and management plans addressing family violence, parental AOD use, and safety concerns in emergency accommodation.
- Utilising assessment tools to a high level of fidelity in the identification and prioritisation of people in the most urgent need of program resources.
- Support clients with public and social housing applications, financial assistance, and access to essential services.
- Undertake advocacy on behalf of clients with other agencies to ensure equity of access and delivery of services.
- Work collaboratively with the leadership team, advocate on behalf of clients who are experiencing homeless or are at risk of experiencing homelessness to ensure that services are relevant, flexible and accessible.

Quality Processes and Program Improvement

Success will look like:

- Accurately maintaining all client files and client data in accordance with Launch Housing policies.
- Utilising brokerage funds in line with the procedures to assist children and families to enhance safety, establish a sense of safety and stability, and support children's developmental needs and case plan goals.
- Ensuring all processing and reporting requirements are performed to a consistently high standard.
- Work with current legislation and meet Child Safe Standards, in all engagement and service delivery.
- Learning from experiences and sharing knowledge and experiences with others.
- Actively participating in organisation structures and meetings, including team meetings with a client focused, continuous improvement mindset.
- Identifying key gaps and working with other agencies to develop service delivery and housing options.
- Contribute to improved coordination of housing and support services through collaborative practice and feedback to service partners.
- Contribute to the development and review of policies and procedures that support effective service delivery.

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 and Child Safe 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
- 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

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 some 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).
- Direct experience in the delivery of services to clients with complex needs relating to homelessness.
- Demonstrated understanding of housing and homelessness policy, context and systems.
- Demonstrated understanding of the impact of homelessness on families and children.
- Demonstrated ability in working collaboratively with others towards effective client solutions.
- Demonstrated experience working with families who have a range of complex support needs, including responding to family violence and child safety.
- High level written and verbal communication.
- Demonstrated ability to build positive internal and external relationships.
- Demonstrated experience with First Nations and culturally diverse backgrounds, with high level cultural sensitivity.
- Current Victorian Driver's licence (desired).
- Understanding of, or a demonstrated commitment to upholding, Child Safe Standards in the workplace.
- Strong communication and interpersonal skills, with the ability to engage effectively with people from diverse backgrounds.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

