

Position Description

Position Title:	Coordinator	Position Number:	POS109 & POS114
Reports To:	Service Manager - Youth Foyer Development or Service Manager – Youth Futures	Location(s):	Multiple
PD Number:	PDHSI149	Classification:	Band 6

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

The Education First Youth Foyer (EFYF) Coordinator is an integral part of the "Families & New Beginning" function and is responsible for the supervision and management of a team of Youth Development Workers who provide support to students across a 24-hour roster. Key to the role is ensuring that the day-to-day support provided to students by the team of Youth Development Workers is consistent, effective and promotes a culture that supports the aspirations of young people, within the Advantaged Thinking framework. This role requires a focus on staff development, practice and process support and guidance and operationalising a 24/7 program.

Launch Housing's EFY Foyer programs operate out of residential facilities located on TAFE campuses – at Kangan TAFE (Broadmeadows) and Holmesglen TAFE (Glen Waverley). The EFYF program is an innovative model providing integrated learning and accommodation services that develop the skills and talents of young people who are experiencing homelessness, or are at risk of homelessness through providing accommodation, and access to education, training, employment and other support. The residential facility includes 40 beds (studio style apartments) with communal living and support service areas supervised 24/7.

The EFY Foyers are delivered in partnership according to the EFY Foyer Practice Framework. The Coordinator holds a key role in ensuring that services and supports for young people are delivered in alignment with the framework. The Foyers aim for all students to move towards independence, while at Foyers students complete a Certificate 1 in Developing independence. Students will also complete a Certificate III or Year 12 equivalent whilst at the Foyer and aim to move into independent living on exit.

Coordinators ensure that their teams are well informed about Launch happenings, especially where it relates directly to their team's work. Their messaging is consistent with Launch Housing's values and supports initiatives developed by all areas of the business.



Coordinators support their staff by role modelling the Launch Housing Values, being approachable, and ensuring that every team member has a development plan and attends all relevant training for their role.

They support staff performance through regular supervision and feedback, and use mistakes as opportunities to learn and grow where appropriate. They set clear and fair performance expectations for their team, including setting appropriate boundaries around client work to keep their staff safe. They know what resources are available to them and how to make the best use of them. When leading their teams through change they communicate the vision for the change with their teams in a positive manner, listening to staff concerns and addressing them where possible. They encourage their staff to be innovative and support practice improvements through a continuous quality improvement lens.

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 Others proficiency level within the framework, reflecting the responsibility to guide and support teams, foster collaboration, and create a high-performing and inclusive environment that drives positive outcomes.

Key Outcomes

Service Delivery

Success will look like:

- Ensuring that the site and staff maintain an Advantaged Thinking culture.
- Developing and maintaining positive and collaborative relationships with partner agencies to effectively implement the EFYF model.
- Ensuring student support and EFY Foyer is operated according to the EFY Foyer Practice Framework to maintain model fidelity and student outcomes.
- Support a culture and program of continuous improvement by encouraging feedback from staff and students to inform program and service improvements.
- Participate in, and ensure Youth Development Workers participate in, EFY Foyer communities of practice, trainings and working groups.
- Be an active participant as required in Foyer Foundation communities of practice, working groups and other activities as required.
- Assisting in the identification of ongoing and emerging issues in homelessness and housing and contribute to an environment of continuous quality improvement and innovation.

Leadership

Success will look like:

- Provide direction and leadership to the Youth Development Workers and oversee their day-to-day activities to ensure the provision of consistent and high-quality services in line with the Education First Youth Foyer model.
- Participating in the recruitment process and leading the induction and training of new staff members.
- Coordinating and providing learning and development opportunities for staff.
- Ensuring that an appropriate roster is maintained to support the effective and efficient 24-hour operation of the EFY Foyer.
- Ensuring team compliance with all Launch Housing policies, procedures and relevant practices, as well as aligning with relevant legislative, regulatory and policy requirements.
- Ensuring services and staff are Child Safe compliant at all times.
- Under the direction of management, monitoring and approving program budget expenditure, maintaining relevant records accordingly and ensuring compliance with relevant guidelines.
- Ensuring the program or service complies with funding and service agreements, professional standards and relevant legislation, policies and guidelines.
- Ensure the team actively contributes to the mission and vision of the organisation, lives its values and operates with a high-level of integrity.
- Participation in the on-call roster.



Continuous Quality Improvement

Success will look like:

- Ensure the program or service complies with funding and service agreements, professional standards and relevant legislation, policies and guidelines.
- Advocate on behalf of clients with other agencies to ensure access and delivery of effective services.
- Manage resourcing and staffing needs and the recruitment process for new staff.
- Support a culture and program of continuous improvement by encouraging feedback from staff and clients to inform program and service improvements.
- Assist in the identification of ongoing and emerging issues in homelessness and housing and contribute to an environment of continuous program improvement.

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:

- Extensive specialised knowledge related to the work area
- Extensive knowledge of work practices and policies relevant to the work area
- Extensive knowledge of statutory requirements relevant to the workplace
- Extensive knowledge of their workplace function and operation
- Extensive knowledge of administrative practices and procedures
- Working knowledge of wider organisational structures and functions

Organisational Relationships

Level of Supervision

The position is generally not supervised, unless undertaking specialised or complex responsibilities.

Level of Direction

Works under limited direction.

Availability of Assistance

Assistance available on complex or unusual matters.

Extent of Authority

Level of Management Responsibility

Manages a moderate number of direct reports and may also supervise members across different projects or organisational units.



Involvement in the Development or Creation of Work Practices and Procedures

Involvement in establishing operational procedures which impact work activities, outcomes and operational activities.

Involvement in the Preparation of Budgets and Financial Reporting

Employees at this level will be required to assist in the preparation of, or prepare the organisation's budget.

Freedom to Act

Has significant delegated authority. Selection of methods and techniques based on sound judgment.

Monitoring of Work Outcomes

Work outcomes are generally not monitored directly, however someone in this position would be expected to report back to their manager.

Provision of Assistance

This role may provide extensive assistance to lower classified employees.

Problem Solving

Solutions to problems may require the exercise of some judgment, with guidance generally being found in procedures, precedents and guidelines.

Key Selection Criteria

- A relevant tertiary qualification in human services (desired).
- Demonstrated 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 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.
- Valid Victorian driver's licence (desired).
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

