

Position Description

Position Title:	Education Pathways Program Facilitator	Position Number:	Multiple Positions
Reports To:	Coordinator - Education Pathways Program	Location(s):	Multiple Sites
PD Number:	PDHSI002	Classification:	Band 5

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 Pathways Program (EPP) is the key area of the Launch Housing business aiming to foster both education and aspirations of kinder and primary school-aged children from high-risk backgrounds, such as those experiencing homelessness or family violence. The key purpose of the role is to work with children, their parents/caregivers, schools and wider support networks to minimise lost learning time for primary school-aged children and to strengthen the capacity of both parents and schools to support high-needs children in returning to, remaining at, and navigating the school system.

The EPP Facilitator will develop ongoing relationships with external stakeholders such as schools, community services and government organisations to build capacity and enhance understanding of the needs of children and young people who have experienced homelessness. The EPP promotes educational engagement through child-centred education-focused case management, educational assessments, capacity building with caregivers and school teams, and practical supports, such as a walking school bus and a breakfast and lunch program. The role provides support and arranges referrals where necessary to bridge the gaps in learning for children and young people who have experienced homelessness and/or family violence. The role also provides specialised advice and assistance to other business areas regarding children and their educational needs.

The program is delivered across two locations LH South Melbourne Crisis Accommodation Site and Viv's Place, located in the Dandenong area.



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 holistic and specialised support and advocacy to children and their caregivers to facilitate their ongoing engagement and attendance at school.
- Developing and maintaining collaborative, effective and integrated working relationships with schools and service providers.
- Supporting parenting and parent needs in relation to child development and education.
- Developing and delivering training programs internally and externally.
- Participate in service review and development and identify and share good practice across Launch Housing program areas.
- Participate in collection and analysis of statistical data as required.
- Active contribution to EPP development via program workgroups.
- Preparing materials for state government advocacy efforts.

Quality processes and program improvement

Success will look like:

- Coordinate services required by the client and client's family and monitor their ongoing effectiveness.
- Maintain appropriate casework records and statistics.
- Provide secondary consult, support, debriefing and mentoring to team members and the homelessness / family violence sector in accordance with organisational policies.
- Ensure all processing and reporting requirements are performed to a consistently high standard.
- Undertake administration duties that ensure a high level of accountability, confidentiality and efficiency
- Adhere to Launch Housing's policies and procedures.
- Participate in regular supervision with line supervisor in which a reflective approach is taken in relation to service objectives and client outcomes.

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:

- Advanced 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
- Working knowledge of administrative practices and procedures
- Working knowledge of wider organisational structures and functions

Organisational Relationships

Level of Management Responsibility

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

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

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

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 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 some 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

- Relevant tertiary qualifications and experience or knowledge of the welfare and education sectors (desired).
- Demonstrated knowledge of the homelessness service system, in particular the needs of and issues affecting families who are at risk of or who are experiencing homelessness and family violence.
- Knowledge of or experience working in the education system.
- Demonstrated knowledge of trauma-informed practices when working with children and their families.
- Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities.
- Good interpersonal and communication skills, both verbal and written.
- Well-developed organisational and time management skills.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

