

Pride in Place Service Navigator

Position Title:	Pride in Place Service Navigator	Position Grade:	SCHADS 5
Department/Division:	Queerspace	Contact length	Until June 2028 with scope for extension
Reporting to:	Pride in Place Principal Practitioner		
Position summary/purpose:			
Pride in Place overview Pride in Place provides comprehensive, safe and inclusive recovery pathways for LGBTIQA+ people who are experiencing homelessness. Pride in Place identifies and intervenes early to direct LGBTIQA+ people who are at risk of homelessness towards a pathway and place of safety. Pride in Place consortium partners include Drummond Street Services Queerspace, VincentCare Victoria, Uniting, and Family Access Network (FAN). Our services include Initial Assessment and Planning, Case Management and Coordination, referral to wide ranging internal and external services, Peer Navigation and Service Navigation to connect LGBTIQA+ people with the services they need, when they need them. Client agency and choice is at the centre of Pride in Place, with a deliberate focus on meeting our clients at their ‘place’ (wherever they feel safe and secure) and providing a flexible, whole of person and outcomes-based response. We will adopt a three-phased approach to create guided pathways from crisis and trauma through to sustainable recovery. Pride in Place began as a pilot project, funded until June 2024 and services LGBTIQA+ people in the Hume Merri-Bek, Inner Western Metro, Outer Eastern Metro and Central Highlands Regions. Position Purpose Pride in Place Service Navigators will undertake comprehensive and integrated case coordination and case management, undertaking case work and engaging clients in Pride in Place’s LGBTIQA+ Housing and Homelessness Pathways function - the ‘Support to independence Recovery Curriculum’. In practice, Pride in Place Service Navigators will work to assist people to secure and maintain safe and affordable housing by addressing unmet needs via a case management process. They will work within a multi-faceted team alongside Peer Navigators (lived experience), supporting clients through crisis, recovery and growth by means of direct support and referring clients with diverse needs: mental health, substance use, social marginalisation, legal, family violence, intellectual and/or physical disability. The overall aim of the position is to stabilise the client’s crisis, establish seamless pathways to ongoing supports and facilitate access to appropriate and sustainable housing. Pride in Place’s client journey and service navigation approach integrates the value of lived experience for both homelessness and discrimination to build an informed, empathic, and therapeutic recovery from the experience of homelessness. This client journey and case management approach will wrap around a range of services to address key drivers of homelessness engage clients with safe and responsive housing providers. First Nations People, LGBTIQA+ people, people with disability, people of colour, public housing residents or people with a lived experience of homelessness are encouraged to apply.			

Key Responsibilities

Service Delivery

- Case management of clients who identify as being part of the LGBTIQ+ community, who may present with multiple and complex support needs.
- Develop appropriate individually tailored case plans in consultation with clients that are responsive to their needs and goals and incorporates their strengths.
- Develop and maintain a recovery-focused working relationship with clients to help support and maintain change through a case management process.
- Advocacy and referral with accommodation and support providers.
- Assessment of long- term accommodation options and assistance to access these.
- Establish and maintain a thorough knowledge of local community agencies, including eligibility and referral requirements and other relevant resources.
- Work with Pride in Place Peer Navigators to support individual cases as well as the development and provision of group programs and initiatives.
- Maintain comprehensive knowledge of housing providers aligned with the LGBTIQ+ community as well as other housing providers.
- Actively use the above information in planning and advocating for outcomes with clients.
- Liaise with staff of VincentCare Victoria, Drummond Street Queerspace, Uniting, FAN, community agencies and government on matters arising from individual client work as identified and those as directed by the Program Coordinator and Principal Practitioner.
- Provide secondary consultation to other services in the areas of housing information and referral as well specifically within the LGBTIQ+ portfolio.
- Assess, manage and escalate diverse risks that may arise throughout support provision.
- Other duties as required.

Client Centred

- Work from a person centred, strengths-based approach that enshrines and respects diversity, equality, choice and self-determination.
- Incorporate assertive engagement and rapport building with clients.
- Create transferable relationships; promote independence and sustainable pathways out of homelessness.
- Promote therapeutic interventions, engagement with health and other treatment services and social inclusion activities.
- Manage critical incidents, challenging behaviour and act upon immediate risk of danger to self and others as per Pride in Place procedures.
- Develop and maintain effective working relationships with clients to support and maintain change through a case management process.
- Regularly liaise with clients to obtain feedback.

Administration

- Enter all client information into the Single Client Record and Salesforce databases and use as the primary mechanism to maintain client records.
- Timely and accurate completion of client file notes and other documentation in line with relevant legislation and policy and procedure.
- Strict adherence to relevant privacy legislation.
- Ensure that all incidents are recorded into the relevant reporting tool.
- Ensure any legal documents and other documents of significance have been sighted by and have the approval of the Manager.
- Maintain and lead a high standard of record keeping in regard to case notes, assessments, case plans, data collection, budgetary requirements, risk reporting, and other information systems associated with Pride in Place.
- Fulfil data reporting requirements to funding providers.
- Maintain transparent communication throughout the team and within the framework of line management reporting requirements, including providing timely updates as issues arise, providing accurate and relevant information, internal documents and reports as required.

- Fulfil other related administrative tasks to the highest quality as required & directed.

Community Development and Training

- Participate in professional development and training as identified in collaboration with line manager and maintain an appropriate working understanding of relevant policies and regulations in the area of housing and homelessness.
- Participate in individual and group supervision as well as communities of practice.
- Participate in annual performance reviews and professional development plans.
- Represent the organisation positively with a range of external health, social services and other relevant providers for the purpose of making appropriate client referrals, providing conjoint support where required, and promotion of agency and consortia programs.
- Use community development approaches (social justice, equality and mutual respect) to increase self-efficacy and empowerment of LGBTIQ+ communities.
- Work collaboratively with other services to identify and address services gaps and client needs.
- Support the Pride in Place Principal Practitioner in capacity building activities, including development and delivery.

Accountability

- Ensure all work undertaken within areas of accountability complies with Pride in Place organisational values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards.
- Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with Pride in Place.
- Undertake appropriate training to support understanding of, and compliance with, key policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations.
- Ensure working within appropriate risk management and OH&S procedures and operating practices are embedded within services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being.
- Participate in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/breaches are identified and appropriately managed to meet compliance requirements.
- Operate in accordance with the organisational schedule of delegated authorities.
- Commit to child safety and to creating a maintaining a child safe organisation in line with the Victorian Child Safe Standards and collaborate with others to ensure or workplace and programs are culturally safe and affirmative for employees, children and families.

Research and Evaluation

- Participate in the evaluation of service delivery and monitoring of outcomes achieved on behalf of clients.
- Participate in annual program reviews and contribute to the design and delivery of this project.

Risk

- Actively identify, monitor and manage areas of key risk and lead appropriate escalation and response.
- Actively monitor and act to improve the quality and safety of client services.

OH&S

- Identify, report and record all safety hazards, incidents and injuries.
- Take reasonable care for the health and safety of others who may be affected by their acts or omissions and comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related DS OHS procedures and Safe Operating Procedures.

Quality Assurance & Improvement

- Be proactive, engaged in and committed to creating great experiences for each client.
- Be open to new ways of doing things and respond to challenges with innovative ideas and solutions.

Social Differences

- Role model, demonstrate and promote respect for and value social differences.
- Interact with Drummond Street clients, staff and other stakeholders in a manner that is inclusive, respectful and non-discriminatory.

Productivity

- Focus on people as well as productivity.
- Monitor productivity, identify and implement improvements as needed.

Infection Control

- Commit to all necessary infection control measures as directed, including:
 - Practice hand hygiene
 - Keep your working environment clean & hygienic including shared areas such as kitchens, bathrooms, meeting rooms etc.
 - Wear personal protective equipment (PPE) as directed.

Key Competencies/Skills		Experience Profile (incl Qualifications)
Competency	Technical/Functional	
• Client centred, including culturally and LGBTIQ+ sensitive • Promotes productive, competent work practices • Organisational & Quality Focus • Creative, flexible and solution focused under pressure • High level of self-awareness, professionalism • Strong alliance with social justice values • Strong communication skills	• A values-based and client focused approach to service delivery informed by a demonstrated commitment to social justice issues. • Knowledge and understanding of trauma informed, strengths based and person-centred care. • Sound knowledge of public health approaches to LGBTIQ+ mental health and well-being and the social determinants and impacts of homelessness • Cultural and diversity humility • Highly developed communication and relationship management skills, the ability to lead team practice, and maintain collaborative working	• A relevant vocational or tertiary qualification (For example Diploma or Bachelor's degree), or equivalent professional experience in a related field (required). • Experience in working with and supporting LGBTIQ+ people who are experiencing homelessness and presenting with multiple needs, including alcohol and other drugs, mental and/or physical illness, psychosocial, behavioural issues. • Demonstrated understanding of the needs, issues and sensitivities of people from diverse backgrounds including Aboriginal, LGBTIQ+ and culturally and linguistically diverse people and communities. • Demonstrated understanding of, and an ability to provide high level assessments, case planning and support response to people experiencing homelessness. • A broad understanding of relevant primary and allied health services, alcohol and other drug treatment services, mental health services, employment, education and training options, LGBTIQ+ and mainstream support services, and affordable housing available to clients. • Demonstrated capacity to work collaboratively with others to identify and address service and client needs. • Demonstrated ability to effectively build, engage and maintain professional working relationships with people experiencing homelessness from the LGBTIQ+ community.

	relationships with a broad range of stakeholders. • Recognises the importance of data collection in assisting program evaluations, research, and evidenced based decision making. • Demonstrated ability to work independently and as a member of a team, taking direction when required. • Evidenced administrative accuracy and detail, including timely data entry. • Full Victorian Driver's Licence.	• Experience in liaising with other community service organisations for the development of on-going relationships and referral protocols beneficial to client support. • Identify as belonging to LGBTIQ+ communities, as well as other communities with whom DS assertively engages
Position Dimensions		Decision Making Authority
No. Of FTE: 0.8 Operates within cross-disciplinary teams and across multiple service sites. Participant in relevant agency partnerships and community stakeholder groups where required.		Independent professional judgement in establishing a treatment pathway. Responsible for the management of caseload, in consultation with their supervisor.