

POSITION DESCRIPTION

Peer Settlement Support Worker

Program:	Journey to Social Inclusion
Reports to:	Program Coordinator
Supervises:	Nil
Date of Last Review:	March 2025
Classification:	Social and Community Services Employee Level 4 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
Long Service Leave	Long Service Leave Act 2018 (Vic) or its successor This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

J2SI is an innovative and evidenced based case management service for people experiencing long-term homelessness in Melbourne, Victoria. It differs from traditional homelessness services as it provides the time needed for people to not only access their permanent home but also have an improved quality of life and increased community connection. Staff have the ability to work intensively with small caseloads and use a combined key worker and team approach to deliver intensive individualised support for up to 3 years to each client.

The J2SI service model delivers 5 key service elements:

- Intensive case management and service coordination
- Rapid housing access and sustaining tenancies
- Trauma informed practice
- Skills for inclusion
- Fostering independence

Sacred Heart Mission, The Salvation Army, Uniting Vic/Tas, and VincentCare Victoria have formed a consortium and successfully received funding from the Victorian Government's Early Intervention Investment Fund (EIIF) to deliver J2SI programs across Victoria. J2SI will also work with local ACCOs and other services to help support more people experiencing chronic homelessness.

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PURPOSE OF THE POSITION

The Peer Settlement Support Worker role works part-time in collaboration with the J2SI Intensive Case Managers. The successful candidate will have life experience of resettling in a home and the community after experiencing homelessness, including returning to work. The position will work with participants to make a house a home and improve economic and workforce inclusion outcomes for J2SI participants through employment placement, volunteering opportunities, links to training, courses, and programs, and internally tailored group and individual interventions.

The roles work under the Intentional Peer Support (IPS) framework to draw from their experience and are supported by an external lived experience organisation for peer supervision.

KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
Peer Work	• Utilise accountable and assertive engagement techniques to establish and maintain a peer relationship with J2SI clients • Manage a key number of activities working in an outreach capacity and adopt an assertive engagement approach. • Drawing on lived experience to inform work with clients to: ○ Provide connection to community ○ Establish a home ○ Build skills ○ Provide emotional support ○ Make the transition from homelessness to being housed • Where appropriate, participate in case conferences, planning and exit planning in conjunction with referring agencies and ongoing supports as a part of a multidisciplinary team. • Work in partnership with other J2SI Program staff including Intensive Case Managers and Workforce Participation Workers. • Apply the objectives and tools of the Intentional Peer Worker Framework, components from SHM Case Management Framework and the Trauma Informed Care Framework. • Monitor, progress, and achieve program targets and outcomes.

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	• Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures. • Contribute to a workplace environment, which supports peers, develops teamwork and ensures the provision of quality services for SHM clients.
Organisational Participation	• Attend and actively participate in team meetings, service planning days and SHM all staff meetings. • Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of J2SI. • Contribute to the implementation of the SHM's Strategic Plan. • Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment. • Contribute to collaborative practice across Client Services Division. • Ensure links are maintained with other Mission services and partnership agencies contributing to J2SI • Support J2SI research activities.
Sector Participation	• Develop and foster positive relationships with local services and agencies. • Attend relevant network meetings as agreed with Manager.
Relationship Management	Foster and maintain positive relationships with: ○ J2SI Program Team ○ SHM Staff ○ J2SI Service Partners ○ J2SI Evaluation Team ○ J2SI Referral/Service Partners ○ J2SI Consortium Partners ○ J2SI ELC Team
Professional Development	• Attend and participate in regular supervision sessions. • Undertake all mandatory and core training in a timely manner. • Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.

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Health & Safety	SHM staff are required to take reasonable care of their own health and safety and others in the workplace and comply with relevant policies, procedures, and instructions.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	All SHM staff are required to consider, identify and address risk in accordance with the responsibilities of their position.
CQI (Continuous Quality Improvement)	All SHM staff are encouraged to identify quality improvement opportunities and implement and monitor CQI initiatives in accordance with the responsibilities of their position.
TIC (Trauma Informed Care)	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- Eligibility to Work in Australia.
- A current Criminal Records Check.
- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years.
- A current Victorian Working with Children Assessment Notice.
- Valid driver's license to drive in Australia.

KEY SELECTION CRITERIA

ESSENTIAL

- A lived experience of resettling in a home after experiencing homelessness.
- A strong commitment to social justice, human rights and consumer centred practice.
- Ability to facilitate active engagement with clients in aspects of recovery and service delivery.
- Well-developed interpersonal skills.
- Ability to work as part of a diverse team as well as independently.
- Commitment to continuous improvement of services.
- Understanding and application of the principles of confidentiality and privacy.
- IT and administration skills.
- Strong alignment with the values of Sacred Heart Mission.

DESIRABLE

- Wellways Peer Support Foundation training, SHARC Peer Support Training or equivalent.
- Experience with client participation.

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- Peer worker experience.

VISION, PURPOSE AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.

Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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