

Housing Coordinator, Healing and Recovery - Position Description

Position Title:	Housing Coordinator, Healing and Recovery
Reporting to:	Service Planning and Development Manager
Role Purpose	The Housing Coordinator, Healing and Recovery is a recently established role which will support victim survivors of family violence in a newly developed healing and recovery facility. This position will support women, children, gender diverse, First Nations, CARM community members and young people to re-establish themselves in the community and through their journey of healing from the impacts of family violence. This role will work under the guidance of the Service Planning and Development Manager, and in collaboration with the Senior Practitioner and the Child and Family Practitioner. The primary focus is to assist program residents in accessing safe, long-term and sustainable housing outcomes, using trauma-informed practice, with a focus on empowerment, healing and self-sufficiency. This role will apply an inclusive approach which acknowledges and responds to the diverse and unique characteristics and needs of all women, gender diverse people and children.
Classification:	Social, Community, Home Care and Disability Services (SCHADS) Award (2010) Social and Community Services Employee - Level 5
Hours of work:	Part-time 0.5 FTE 19 hours per week, 9-month contract – extension may be possible dependent on funding
Location:	North-Eastern suburbs

Organisational Context

The Good Samaritan Inn (GSI) provides crisis and short-term accommodation, and specialist supports to women, gender diverse people, children and young people who have experienced family violence and homelessness. GSI delivers person-centred, feminist and trauma-informed services and programs that address immediate needs. Victim survivors are provided with a range of supportive, therapeutic, and psycho-educational programs with a strong focus on recovery and healing.

GSI also provides outreach support to victim-survivors living in the community, ensuring safety, connection, and engagement with local and specialist services. Through an innovative coaching and employment program – Women in Work - GSI builds skills and capacity, empowering individuals to achieve economic independence and rebuild their sense of self and future.

GSI is in the process of expanding their specialist family violence services to include a longer-term accommodation response to assist women, gender diverse people, children, and young people to re-establish themselves in the community following the family violence crisis phase. The focus of this new accommodation and service model is to provide a healing and recovery response for victim survivors with a range of complex needs.

The practice approach at the new facility is based on a coaching and therapeutic model whilst still ensuring the practical needs of the residents are met, through an empowered and recovery-focused framework.

Our Mission:

To provide support and advocacy for women and children who have experienced family violence and homelessness.

Our Vision is to ensure:

Our **clients** are safe and empowered to take control of their lives.

Our **people** are valued, skilled and engaged, and reflect the diversity of our community.

Our **organisation** increases its influence and impacts positive change in the lives of victim survivors of family violence.

Our **organisation** is financially sustainable, and resources are managed in line with our values and mission.

Our Values:*Community*

We recognise the community context in which our work takes place.

We collaborate through partnerships with women, community organisations and government.

We recognise and encourage the communities of support women establish with one another through their shared experiences.

Compassion

We provide practical and emotional support and offer therapeutic programs to women and children to assist their recovery from the trauma that they may have experienced due to family violence and homelessness.

Hope

We meet women and children with hope and the belief that they can live free from violence and have control and agency over their life choices.

Hospitality

We welcome women and children as guests to our services.

Inclusivity

We are committed to providing an inclusive service to all and identify our support to the following communities:

- Aboriginal and Torres Strait Islanders
- Lesbian, Gay, Bisexual, Transgender, Intersex, Queer/Questioning and Asexual (LGBTIQA) people
- Culturally and linguistically diverse people
- People with disabilities

Respect

We respect and honour each person's lived experiences, choices, and diversity.

Role Objectives	Responsibilities
Program Delivery and Development	• Hold a case load of victim survivors in a healing and recovery facility with the primary function of supporting them to develop and action their housing exit goals • Guide and advocate on behalf of victim survivors to support positive long term, safe, housing outcomes. • Provide guidance and empower the victim survivor to understand and maintain the obligations associated with their future tenancy (upon exit of the healing and recovery accommodation) • In collaboration with other Haven team members, engage residents in strategies to proactively work towards their housing goals. • Provide support and guidance to victim survivors in including: - Housing needs assessments - Determining and addressing support needs to obtain safe long-term housing - Addressing affordability and sustainability
Partnerships and Engagement	• Develop new partnerships and maintain ongoing partnerships with housing providers to advocate and refer clients to for housing. • With the support of the Service Planning and Development Manager, develop effective working relationships with partner agencies providing housing services and/or support to victim survivors of family violence. • Build positive relationships and collaborate with the Haven team, across the program, to ensure alignment with the individual's overall HARP. • Support and guide victim survivors in establishing constructive relationships with housing services and landlords, including managing any conflicts. • Provide secondary consultations to the wider organisation about the housing system in supporting victim survivors achieving their housing goals.
Administration	• Maintain succinct, precise and comprehensive records, including case notes. • Complete forms and reports in a detailed and professional manner, as required to meet the needs of the service.
Data quality and Continuous Improvement	• Maintain victim survivor's digital records accurately. • Ensure that sensitive information is secure in accordance with relevant legislation and organisational policies. • Identify contemporary theoretical and practice changes and guide GSI in their application.
Health, Safety and Wellbeing	• Ensure compliance with the OH&S Act and Good Samaritan Inn policies. • Contribute positively and proactively to the team and organisation wide OH&S activities. • Participate in professional development, supervision and Good Samaritan Inn meetings and events. • Proactively reflect and attend regular supervision sessions. • Support and identify opportunities that contribute to improved culturally informed processes. • Identify any safety concerns both physical and emotional and respond and escalate as needed.

Selection Criteria:

- Relevant qualifications and/or experience in family violence, housing, health or community services, particularly with women and children who have experienced family violence and trauma.
- Experience supporting clients through transitional housing and long-term housing pathways.
- Strong organisational, analytical and problem-solving skills in managing complex tenancy matters.
- Excellent stakeholder engagement and relationship management skills.
- Ability to work independently and collaboratively within a team environment.
- Understanding of, and commitment to use evidence based, trauma informed practice to support positive outcomes, promoting independence, resilience, and enhanced quality of life for women, children, and young people
 - Knowledge of the Victorian housing system, especially transitional housing, public housing, and social and community housing and the Residential Tenancies Act 1997 (Vic).
- **Employment Screening:**

Good Samaritan Inn conducts safety screening practices for all staff. Safety Screening requirements are to be met by the preferred applicant prior to employment and kept current throughout the period of employment. This includes:

- Nationally coordinated Criminal History Check
- An International Criminal History Check for those who have lived or worked outside of Australia for longer than 12 months in the last ten years
- Working with Children Check (WWCC)

Additional Information

Good Samaritan Inn is a child safe organisation that takes action to promote child wellbeing and prevent harm to children and young people. We ensure our staff and volunteers are responsible for child safety across all areas of our organisation and work. We acknowledge and respect the cultural safety and unique identities of Aboriginal and Torres Strait Islander children and children from diverse backgrounds.

Good Samaritan Inn respects, values and celebrates the diversity of its workforce. We have a commitment to providing a safe equitable and inclusive workplace.

Good Samaritan Inn has an Equal Opportunity Exemption Act 2010; H96/2025 and applications for this role are open to women, trans and gender diverse people only.

Applications from Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, people from LGBTIQ+ communities and people with disabilities are encouraged to apply.