

Position Description

Position Title:	Private Rental Assistance Worker	Position Number:	Multiple Positions
Reports To:	Coordinator – Private Rental Programs	PD Number:	PDHS1054
Location	Multiple Sites, working at other locations or from home as and when required/agreed.		

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 position is recurrently funded through the Department of Families, Fairness and Housing (DFFH), Private Rental Assistance Program [PRAP]. The program objectives are to prevent homelessness by supporting at risk households to access and/or sustain affordable and appropriate housing in the private rental market, diverting people from higher cost crisis services/ more complex interventions and assist people who have the capability to sustain affordable and appropriate housing in the private rental market to transition out of higher subsidy crisis and social housing.

The position provides a range of services and supports including brokerage assessment and provision, advocacy, private rental education, tenancy establishment and assistance as well as service referral.

Launch Housing Leadership Framework

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.

Managerial Responsibility

May supervise a limited number of lower classified employees and/or volunteers.



Key Outcomes

Service Delivery

Success will look like:

- Regularly undertaking detailed assessment of eligibility and supports/services required.
- Accurate and concise recording of renter communications and assessments undertaken.
- Developing Housing plan with renters.
- Provision of supports / services to persons experiencing or at risk of homelessness.
- Regular distribution of private rental brokerage in line with Launch Housing and DFFH guidelines.
- Provision of advocacy for renters as required.
- Delivering group information sessions to renters and referral agencies as required.

Quality Processes & Program Improvement

Success will look like:

- Learning from experiences and sharing knowledge and experiences with others.
- Ensuring all processing and reporting requirements are performed to a consistently high standard.
- Maintaining quality customer service ethos.
- Actively engaging in organisation structures and meetings, supervision, coaching, mentoring and professional development (formal and informal).
- Participating in overall development of the service and in the development of policies and procedures to underpin the provision of effective and efficient service delivery.

Partnerships & Stakeholder Relationships

Success will look like:

- Maintaining relationships with referral agencies and specialist support agencies.
- Establishing and maintaining relationships with key real estate agencies / property managers.

Collaboration, Culture & Organisational Contribution

Success will look like:

- Actively engaging in continuous improvement within your team and across the organisation.
- Building and maintaining strong, respectful relationships with colleagues, clients, and external partners.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct and Child Safe Code of Conduct.
- Translating Child Safe Standards into day-to-day practice to ensure a child-safe environment is maintained at all times.
- Contributing to a safe, inclusive and supportive workplace where everyone feels valued, respected and heard.
- Demonstrating professionalism, empathy and discretion in all work-related interactions.
- Handling personal and organisational information with care, confidentiality and integrity.
- Sharing knowledge and supporting the capability and development of others across the organisation.
- Participating in organisational initiatives, working groups or projects aligned with Launch Housing's values and strategic goals.
- Undertaking other duties as required, aligned with organisational priorities and operational needs.



Key Selection Criteria

- Tertiary qualifications in a relevant discipline highly desired.
- Experience in the Real Estate sector, or understanding of housing and homelessness policy, context and systems highly desirable.
- Working knowledge of the Residential Tenancies Act, VCAT, Homelessness Service System and Launch Housing policies.
- Understanding of trauma-informed practice and both the individual and structural causes which lead to addiction and dependence.
- High degree of initiative and analytical skills, including well-developed organisational and time-management skills.
- Demonstrated capacity to undertake detailed assessments.
- Understanding of, or a demonstrated commitment to upholding, Child Safe Standards in the workplace.
- Strong communication and interpersonal skills, with the ability to engage effectively with people from diverse backgrounds.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

