

Position Description

Position Title: Coordinator – Entry Point & Operations

Position Number: POS899

Reports To: Service Manager – Initial Support

Location: Inner-South

PD Number: PDHSI162

Classification: Band 6

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 Coordinator – Entry Point & Operations is a leadership role within Launch Housing's Homelessness Outcomes portfolio. Reporting to the Service Manager – Initial Support, this role contributes to Launch Housing's aim of ending homelessness. The Coordinator – Entry Point & Operations is a leadership position based at Launch Housing's Inner South Entry Point, which provides high-quality Initial Assessment and Planning (IAP) services to people experiencing or at risk of homelessness. The role involves close collaboration with other Launch Housing client service programs, external agencies, and housing providers.

The experience of entering the homelessness system manifests differently for every person. It is the role of the Initial Support Services to respond with empathy, skill, and understanding – respecting the dignity of each person and ensuring they feel supported during a traumatic and highly stressful time. The Coordinator – Entry Point & Operations is responsible for supporting the delivery and daily operations of the Initial Assessment and Planning services. The Coordinator will embed a culture of continuous improvement within their team – one that is adaptable, responsive to changing client needs and service systems, and committed to best practice.

The Coordinator – Entry Point & Operations will have site-related responsibilities and will serve as the key onsite point of contact for the organisation. This includes maintaining a physical Entry Point site and ensuring the delivery of the department-funded service offer. With the support of the Team Leader the position is accountable for resourcing across all Launch Housing Entry Point sites and the IAP response to families. The Coordinator will work with other Entry Point Coordinators to ensure appropriate recruitment of casual staff and will collaborate with the Accommodation Options for Families (AOF) team to coordinate service responses and outcomes for families.



Coordinators ensure that their teams are well informed about Launch happenings, especially where it relates directly to their team's work. Their messaging is consistent with Launch Housing's values and supports initiatives developed by all areas of the business.

Coordinators support their staff by role modelling the Launch Housing Values, being approachable, and ensuring that every team member has a development plan and attends all relevant training for their role. They support staff performance through regular supervision and feedback, and use mistakes as opportunities to learn and grow where appropriate. They set clear and fair performance expectations for their team, including setting appropriate boundaries around client work to keep their staff safe. They know what resources are available to them and how to make the best use of them.

When leading their teams through change they communicate the vision for the change with their teams in a positive manner, listening to staff concerns and addressing them where possible. They encourage their staff to be innovative and support practice improvements through a continuous quality improvement lens.

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 Others proficiency level within the framework, reflecting the responsibility to guide and support teams, foster collaboration, and create a high-performing and inclusive environment that drives positive outcomes.

Key Outcomes

Leadership & Supervision

Success will look like:

- Provide leadership using a best practice and value-based leadership approach to ensure the delivery of consistent and high-quality programs and services across all relevant service sites and outposts.
- Provide direction to their team to ensure the delivery of consistent, effective and high-quality programs and services.
- Promote physical and psychological safety for staff.
- Ensure onboarding and induction of all new staff is completed in a compliant and timely manner.
- Provide high-quality leadership and program coordination to the relevant teams.
- Provide supervision and support the performance development of staff in accordance with relevant Launch Housing policies and procedures.
- Participation in the on-call roster.

Service Delivery

Success will look like:

- Lead a consistent and best-practice approach to Initial Assessment and Planning within the Entry Point and response to families across all Launch housing Entry Points.
- Lead the provision of an adaptable service that adjusts its service to effectively and safely manage daily changes in staffing, client needs, safety, and the pressure on homeless services.
- Contribute to the delivery of innovative solutions, working from a continuous improvement approach to service delivery and service to families.
- Establish and maintain operational procedures which impact on activities undertaken, the safety of staff and outcomes achieved by the service program.
- Work collaboratively with internal and external services and partnership providers to ensure continuity of support and improved outcomes for clients.
- The consistent delivery of the funded service offer including the delivery of in person support and families specific support.



- Respond to critical incidents and manage the adverse impact of critical incidents on clients and staff.
- Foster a strong safety focus within the team to support the physical and psychological safety and wellbeing of the team.
- Participate in relevant networks within the sector to support successful client outcomes.

Program Management

Success will look like:

- Ensuring service delivery practices align with Launch Housing's Practice Framework.
- In consultation with other Entry Point Coordinators and the Service Manager – Initial Support, develop and implement work instructions and program plans, ensuring staff comply with all Launch Housing policies, procedures and relevant practice expectations.
- Under the direction of the Service Manager, monitor and approve program budget and HEF expenditure, maintain relevant records accordingly and ensure compliance with relevant documents.
- Assisting in the identification of ongoing and emerging issues for clients and families supported by IAP and contributing to an environment of continuous quality improvement and innovation.
- Improving data collection and reporting practices to ensure we accurately report on the work that we do, and to support program advocacy.
- Ensuring the programs overseen comply with professional standards and relevant legislation, policies and guidelines.
- Support a culture and program of continuous improvement by encouraging feedback from stakeholders, staff and clients to inform program and service improvements.

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.

Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

Ongoing training not necessarily required in this position, however incumbents must keep up to date with legislative changes and governmental regulations related to role. This position requires the following:

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



Organisational Relationships

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

Level of Management Responsibility

Manages a moderate number of direct reports and may also supervise members across different projects or organisational units.

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

Employees at this level will be required to assist in the preparation of, or prepare the organisation's budget.

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 extensive 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

- Have a relevant tertiary qualification (desirable).
- Demonstrated experience in client facing human services, social work or other relevant discipline, with a preference for an understanding of housing and homelessness policy, context and systems.
- Experience supporting staff who work with people with complex needs whilst striving for consistency in performance and behaviour.
- Demonstrated experience in the provision of high-quality initial assessment, planning and prioritization programs.
- Demonstrated leadership skills and previous experience managing staff.
- High degree of initiative and analytical skills, including well-developed organisational and time-management skills.
- 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.

