

## POSITION DESCRIPTION

### Program Coordinator

<b>Program:</b>	GreenLight Supportive Housing Program
<b>Reports to:</b>	Program & Partnership Manager (PPM)
<b>Supervise:</b>	GreenLight Supportive Housing Program Team (SHM)
<b>Date of Last Review:</b>	March 2021
<b>Classification:</b>	Social and Community Services Employee Level 6 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
<b>Victorian Portable Long Service Benefits Scheme:</b>	This role has been deemed eligible to participate in Scheme

### ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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## VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

## MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

### We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

## PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

### Engagement Hubs

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, laundry facilities and primary health support through our GP Clinic.

The Hubs also facilitate access to ongoing support through the provision of information and advocacy and our case management services which include referral to specialist services (mental health and AoD) as required. For clients with a limited social support network, Engagement Hubs provide social participation and pathways out of social exclusion. The Hubs are a place to build social connections and to link with professional service providers (such as lawyers, nurses and vets) or to range of health and wellbeing practitioners through our Hands-on Health Clinic.

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## **Individualised Planned Support**

Individualised Planned Support is an outcome focused; time limited service response tailored to a client's situation. In many cases, this will involve resolving a crisis situation such as addressing immediate homelessness and improving safety and wellbeing.

Individualised Planned Support is provided through our Case Management services at Sacred Heart Central, the Women's House, Homefront (Crisis Accommodation Service) GreenLight Supportive Housing Program, the Greenlight Plus Program, and the Journey to Social Inclusion Project.

## **GreenLight Supportive Housing Program (GLSHP)**

### **PROGRAM INFORMATION**

Sacred Heart Mission (SHM), VincentCare Victoria (VC) and the Salvation Army Adult Services (SA) deliver the multidisciplinary GLSHP. The program works with people making the transition from chronic homelessness and rough sleeping to placement in longer term housing to address their unique experience of homelessness and the individual health and wellbeing factors to maintain their housing. The key outcome is stable housing for people and no return to homelessness.

The Greenlight Supportive Housing Program provides tailored brief intervention, and case management and service coordination services through a multi-disciplinary team, including case managers, mental health workers, and peer support settlement workers across the inner Melbourne area in 2019- 2021 with a focus on assisting people to stay housed. GreenLight operates as a program team across the inner Melbourne area, with sub-teams employed by VC, SA, and SHM.

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## PURPOSE OF THE POSITION

The Program Coordinator is fully responsible and accountable for service delivery, supervises the SHM Supportive Housing Workers, Mental Health Workers and Peer Settlement Support Worker and sets and monitors goals for the team.

## KEY RESPONSIBILITIES

Accountability	Major Activities
Service Delivery	<ul style="list-style-type: none"><li>▪ Responsible for setting team referral and case management goals, targets and objectives.</li><li>▪ Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework, and support team to use.</li><li>▪ Utilise and support team to use SHM's measurement and evaluation framework to capture outcomes of the GLSHP</li><li>▪ Support the team to align practice with the SHM Continuum of Care:<ul style="list-style-type: none"><li>○ Initial Engagement</li><li>○ Intake, Prioritisation, and Assessment</li><li>○ Streaming</li><li>○ Flexible Support</li><li>○ Sustaining Tenancies</li><li>○ Exit Planning</li></ul></li><li>▪ Ensure all team members undertake accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures.</li><li>▪ Contribute to a work place environment, which supports peers, develops teamwork and ensures the provision of quality services for Mission clients.</li><li>▪ Utilise assertive engagement techniques to establish and maintain a robust professional relationship with GLSHP clients.</li></ul>

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	<ul style="list-style-type: none"> <li>Coordinate case conferences, planning and exit planning in conjunction with referring agencies.</li> </ul>
<b>On-Call</b>	<ul style="list-style-type: none"> <li>Participate in the SHM on-call services and perform on-call duties.</li> </ul>
<b>Organisational Participation</b>	<ul style="list-style-type: none"> <li>Participate and contribute to SHM strategic projects at an organisational level</li> <li>Communicate internally and externally about complex matters and to higher levels (e.g. Executive/ Senior Managers Group, Managers meetings)</li> <li>Prepare and lead team meetings and service planning days and present as required at SHM all staff meetings.</li> <li>Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of GLSHP.</li> <li>Contribute to the implementation of the Mission's Strategic Plan.</li> <li>Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment.</li> <li>Contribute to collaborative practice across Client Services Division.</li> <li>Ensure links are maintained with other Mission services and partnership agencies contributing to GLSHP.</li> <li></li> </ul>
<b>Staff Supervision and Leadership</b>	<ul style="list-style-type: none"> <li>Build an effective team.</li> <li>Supervise the team, set priorities, and monitor workflows for the team.</li> <li>Be accountable for team members to implement Case Management Framework and Outcomes Measurement in their daily practice, and ensure staff adopt an effective approach in their work to achieve program targets.</li> <li>Provide fortnightly supervision to experienced professionals including GreenLight Supportive Housing Workers and Peer Settlement Support Worker.</li> <li>Provide program leadership to the GLSHP Team in SHM.</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Ensure monthly reports and data recording are completed by staff.</li> </ul>
<b>Sector Participation</b>	<ul style="list-style-type: none"> <li>▪ Develop and foster positive relationships with local services and agencies.</li> <li>▪ Attend relevant network meetings as agreed with Manager.</li> </ul>
<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Participate in regular supervision, yearly professional development and review meetings and regularly monitor individual training and development plan with line manager.</li> <li>▪ Role model and contribute to a practice culture that is open, honest and reflective.</li> </ul>
<b>Relationship Management</b>	<p>Build effective working relationships across the organisation and externally with the:</p> <ul style="list-style-type: none"> <li>▪ SHM Staff</li> <li>▪ GLSHP Service Partners</li> <li>▪ External agencies</li> </ul>
<b>OH&amp;S</b>	<p>Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions</p>
<b>RISK</b>	<p>All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).</p>
<b>CQI (Continuous Quality Improvement)</b>	<p>All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.</p>
<b>TIC (Trauma Informed Care)</b>	<p>All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.</p>

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<b>Case Management Framework (CMF)</b>	All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and pursue positive goals that stabilise their circumstances.
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## MANDATORY REQUIREMENTS

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid

## QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Psychology, Occupational Therapy or equivalent experience may be considered.

## KEY SELECTION CRITERIA

### Essential:

- Demonstrated ability to coach, supervise and provide leadership to staff
- Demonstrated ability to ensure service delivery outcomes meet the required target
- Ability to use initiative frequently to solve current and future service delivery challenges
- Substantial experience in case management and service coordination in one or more of the following areas: homelessness, mental health, dual diagnosis, alcohol and other drugs
- Experience in assisting clients to navigate different service systems to meet their needs
- Proven ability to effectively manage challenging behaviours and respond to crisis situations
- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with clients with complex needs
- Proven ability to effectively manage challenging behaviours and respond to crisis situations
- Demonstrated use of recovery principles in case management practice
- Excellent communication skills, both written and verbal
- Strong alignment with the values of Sacred Heart Mission

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**Desirable:**

- Experience working in an outreach capacity using assertive engagement practice
- Knowledge of trauma informed practice
- Experience in program evaluation

**APPROVED BY MANAGER** .....**ACCEPTED BY STAFF MEMBER** .....**DATE** .....***POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES***

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