

## POSITION DESCRIPTION

### Peer Settlement Support Worker

#### OVERVIEW

<b>Program:</b>	GreenLight Supportive Housing Program
<b>Reports to:</b>	Coordinator, GreenLight Supportive Housing Program
<b>Supervise:</b>	Nil
<b>Date of Last Review:</b>	May 2022
<b>Classification:</b>	Social and Community Services Employee Level 2 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 of 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.

#### VISION

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

<b>PEER SETTLEMENT SUPPORT WORKER</b>	Document Status:	Final	Page:	Page 1 of 6
	Date Updated:	May 2022	Author	Supportive Housing Programs Manager
	Review Date:	May 2023	Owner	People & Culture

## 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.

## 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 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.

### PURPOSE OF THE POSITION

The functions and activities undertaken by the Peer Settlement Support Worker relate to resettlement and stabilisation after a period of homelessness. The Peer Settlement Support Workers will have had a lived experience of resettling in a home after experiencing homelessness. They will draw on that experience to support clients to resettle and stabilise after homelessness. The position will work with clients to make their house their home. This role also receives support and will contribute to the Council for Homeless Persons (CHP) Peer Support Resettlement Project (PSRP).

<b>PEER SETTLEMENT SUPPORT WORKER</b>	Document Status:	Final	Page:	Page 2 of 6
	Date Updated:	May 2022	Author	Supportive Housing Programs Manager
	Review Date:	May 2023	Owner	People & Culture

## KEY RESPONSIBILITIES

<b>Accountability</b>	<ul style="list-style-type: none"> <li>▪ Utilise persistent and assertive engagement techniques to establish and maintain a peer relationship with GreenLight clients</li> <li>▪ Manage a number of key activities working in an outreach capacity and adopt an assertive engagement approach.</li> <li>▪ Drawing on lived experience to inform work with clients to:               <ul style="list-style-type: none"> <li>○ Provide connection to community</li> <li>○ Establish a home</li> <li>○ Build skills</li> <li>○ Provide emotional support</li> <li>○ Make the transition from homelessness to being housed</li> </ul> </li> <li>▪ Participate in case conferences, planning and exit planning in conjunction with the referring agencies.</li> <li>▪ Work in partnership with other GreenLight Program staff including Health and Wellbeing Workers and Supportive Housing Workers.</li> <li>▪ Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework.</li> <li>▪ Monitor, progress, and achieve program targets and outcomes.</li> <li>▪ Utilise the adopted measurement and evaluation framework to capture outcomes of GreenLight program.</li> <li>▪ Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures.</li> <li>▪ Contribute to a workplace environment, which supports peers, develops teamwork and ensures the provision of quality services for SHM clients.</li> </ul>
<b>Organisational Participation</b>	<ul style="list-style-type: none"> <li>▪ Attend and participate in team meetings, service planning days and SHM all staff meetings.</li> </ul>

<b>PEER SETTLEMENT SUPPORT WORKER</b>	Document Status:	Final	Page:	Page 3 of 6
	Date Updated:	May 2022	Author	Supportive Housing Programs Manager
	Review Date:	May 2023	Owner	People & Culture

	<ul style="list-style-type: none"> <li>▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of GreenLight.</li> <li>▪ Contribute to the implementation of the SHM'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 GreenLight</li> </ul>
<b>Sector Participation</b>	<ul style="list-style-type: none"> <li>▪ Support CHP Peer Resettlement Project evaluation activities.</li> <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>▪ Participate in Group Reflective Practice with Council for Homeless Persons (CHP) as a component of the CHP Peer Support Resettlement Project.</li> <li>▪ Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective.</li> </ul>
<b>Relationship Management</b>	<p>Foster and maintain positive relationships with:</p> <ul style="list-style-type: none"> <li>▪ SHM staff</li> <li>▪ GreenLight Program Team, including teams based with SHM, VC, and SA</li> <li>▪ GreenLight Service Partners</li> <li>▪ GreenLight Steering Group and sub groups</li> <li>▪ GreenLight Evaluation Team</li> </ul>
<b>Health &amp; Safety</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>PEER SETTLEMENT SUPPORT WORKER</b>	Document Status:	Final	Page:	Page 4 of 6
	Date Updated:	May 2022	Author	Supportive Housing Programs Manager
	Review Date:	May 2023	Owner	People & Culture

<b>RISK</b>	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
<b>CQI (Continuous Quality Improvement)</b>	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.
<b>TIC (Trauma Informed Care)</b>	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.

## 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
- Current Covid 19 vaccination certificate

## KEY SELECTION CRITERIA

Essential:

- A lived experience of resettling in a home after experiencing homelessness
- Wellways Peer Support Foundation training, SHARC Peer Worker Training or equivalent
- A strong commitment to social justice, human rights and client centred practice
- Ability to facilitate active engagement with clients in all 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 to SHM Values

<b>PEER SETTLEMENT SUPPORT WORKER</b>	Document Status:	Final	Page:	Page 5 of 6
	Date Updated:	May 2022	Author	Supportive Housing Programs Manager
	Review Date:	May 2023	Owner	People & Culture

Desirable:

- Experience with client participation
- Peer worker experience.

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<b>PEER SETTLEMENT SUPPORT WORKER</b>	Document Status:	Final	Page:	Page 6 of 6
	Date Updated:	May 2022	Author	Supportive Housing Programs Manager
	Review Date:	May 2023	Owner	People & Culture