

FAMILY ACCESS NETWORK

Committed to providing a child safe environment



LGBTIQA+ Homelessness and Housing Service Navigator - POSITION DESCRIPTION

POSITION TITLE: LGBTIQA+ Homelessness and Housing Service Navigator

PROGRAM AREA: Homeless Support Services

REPORTING TO: Manager - Client Services

LOCATED: 1,2-10 Harrow Street, Box Hill, 3128

DATE: September 2022

ORGANISATIONAL OVERVIEW:

Family Access Network (FAN) has been making a difference in young people lives since 1981 and is committed to responding to the diverse needs of homeless and at-risk young people, young families and children.

FAN is underpinned by a strong client focused, strengths-based approach that seeks to maximise positive outcomes for young people through timely intervention and strategic responses. FAN provides a range of services for young people, young families and accompanying children who are experiencing or at risk of homelessness, family violence and social isolation including:

- Homeless Support Services, incorporating
 - Transitional Support Program case management
 - Private Rental Brokerage Program
 - Housing Establishment Fund
 - Homeless Youth Dual Diagnosis Initiative
 - Pride in Place
- Pathways to Resilience – Family Violence Therapeutic Intervention for LGBTIQ Young People
- Talking with Pride – LGBTIQ Family Violence Therapeutic Group
- Life Skills – including Young Mums Group, Young Families Programs, and Eastern Diversity Group (EDG)
- Peer Leadership Program
- Volunteer Program – Lead Tenants and Mentors
- LGBTIQ Capacity Building Project
- Children's Program – Early Years
- Equity Support Program

PRIDE IN PLACE OVERVIEW:

Pride in Place provides comprehensive, safe and inclusive recovery pathways for LGBTIQ+ people who are experiencing homelessness. Pride in Place identifies and intervenes early to direct LGBTIQ+ people who are at risk of homelessness towards a pathway and place of safety. Pride in Place consortium partners include Drummond Street Services Queerspace, VincentCare Victoria, Uniting, and Family Access Network (FAN).

Our services include Initial Assessment and Planning, Case Management and Coordination, referral to wide ranging internal and external services, Peer Navigation and Service Navigation to connect LGBTIQ+ people with the services they need, when they need them.

Client agency and choice is at the centre of Pride in Place, with a deliberate focus on meeting our clients at their 'place' (wherever they feel safe and secure) and providing a flexible, whole of person and outcomes-based response. We will adopt a three-phased approach to create guided pathways from crisis and trauma through to sustainable recovery.

Pride in Place is a pilot project, funded until June 2024 and services LGBTIQ+ people in the Hume Moreland, Inner Western Metro, Outer Eastern Metro and Central Highlands Regions.

Pride in Place Values

- **Trust:** We are committed to open communication underpinned by trust, collaboration, compassion and integrity.
- **Bold and courageous:** We embrace creativity, innovation, and curiosity in our commitment to best practice.
- **Respect:** We accord respect by working collaboratively and transparently, and by demonstrating integrity and authenticity. We seek to be humble learners and leaders, acknowledging that our service users are the experts in their own lives.
- **Safety:** We seek to create a culture and environment of safety by placing a premium on openness and inclusivity, by always working from a trauma-informed lens and by communicating transparently.
- **Person-centred:** We work to ensure clients lead the way in their journey to safe and affirming lives through curiosity, trauma informed practice, and client self-determination. We implement this through community consultation, co-design, and co-production processes.

Pride in Place Vision

Commitment to Safety and Competency:

- We are committed to and investing in the ongoing development of evidence-based practice to ensure LGBTIQ+ safety and competency.
- We evidence our work to strengthen competency, respect, and inclusion through ongoing participation in evidence-based inclusion metrics such as Rainbow Tick accreditation and the Health+Wellbeing Equality Index.
- We provide ongoing competency training and learning for all employees
- We embed the lived experience expertise of LGBTIQ+ communities in the development and delivery of Pride in Place - including diversity across the L, G, B, T, Q, I, A and + communities; First Nations people; multicultural, multi-faith and those living with disability.

- We use a consensus-based decision-making model in our governance processes to ensure a diversity of views are heard.
- We advocate for positive change to strengthen access, inclusion, and equity for LGBTIQ+ people.
- We ensure every facet of Pride in Place is whole self-affirming and fosters pride in self.

Commitment to Removing Barriers to Access:

- We facilitate equitable access for clients enabling entry anywhere along the continuum of care, ensuring incorporation of support for clients who do not access the service via routine IAP processes.
- We ensure service delivery is client focused, that clients are met in their 'place' recognising that place is about home (not housing) and occurs wherever clients belong, feel safe, nurtured, and connected.
- We actively increase connections to and with the existing service system - playing to our strengths, filling gaps.

Commitment to Shared Values & Collaboration:

- We act ethically, with appropriate transparency and accountability to achieve our shared value of enabling LGBTIQ+ people to flourish without barriers in accordance with the identified outcomes of Pride in Place.
- We use LGBTIQ+ inclusive data collection systems to collect, document, investigate and evaluate to build deeper understanding of the specific needs of all LGBTIQ+ cohorts and an evidence base to inform best practice.

Role scope and purpose

LGBTIQ+ Homelessness and Housing Service Navigators will undertake comprehensive and integrated case coordination and case management, undertaking case work and engaging clients in Pride in Place's LGBTIQ+ Housing and Homelessness Pathways function - the 'Support to independence Recovery Curriculum'.

In practice, LGBTIQ+ Homelessness and Housing Service Navigators will work to assist people to secure and maintain safe and affordable housing by addressing unmet needs via a case management process. They will work within a multi-faceted team alongside Peer Navigators (lived experience), supporting clients through crisis, recovery and growth by means of direct support and referring clients with diverse needs: mental health, substance use, social marginalisation, legal, family violence, intellectual and/or physical disability. The overall aim of the position is to stabilise the client's crisis, establish seamless pathways to ongoing supports and facilitate access to appropriate and sustainable housing.

Pride in Place's client journey and service navigation approach integrates the value of lived experience for both homelessness and discrimination to build an informed, empathic, and therapeutic recovery from the experience of homelessness. This client journey and case management approach will wrap around a range of services to address key drivers of homelessness engage clients with safe and responsive housing providers.

Role accountabilities

<u>Key Result Area</u>	<u>Key Accountabilities</u>
Core specifics	<ul style="list-style-type: none"> • Case management of clients who identify as being part of the LGBTIQ+ community, who may present with multiple and complex support needs. • Develop appropriate individually tailored case plans in consultation with clients that are responsive to their needs and goals, and incorporates their strengths. • Develop and maintain a recovery-focused working relationship with clients to help support and maintain change through a case management process. • Advocacy and referral with accommodation and support providers. • Assessment of long- term accommodation options and assistance to access these. • Establish and maintain a thorough knowledge of local community agencies, including eligibility and referral requirements and other relevant resources. • Maintain comprehensive knowledge of housing providers aligned with the LGBTIQ+ community as well as other housing providers. • Actively use the above information in planning and advocating for outcomes with clients. • Liaise with staff of VincentCare Victoria, Drummond Street Queerspace, Uniting, FAN, community agencies and government on matters arising from individual client work as identified and those as directed by the Program Coordinator and Principal Practitioner. • Provide secondary consultation to other services in the areas of housing information and referral as well specifically within the LGBTIQ+ portfolio. • Participate in the evaluation of service delivery and monitoring of outcomes achieved on behalf of clients. • Undertake relevant professional development programs and maintain an appropriate working understanding of relevant policies and regulations in the area of housing and homelessness. • Provide high quality written reports as required. • Actively engage with and utilise line management support and processes including regular appraisal, training and professional development, reflective practice and regular supervision. • Other duties as required.

Client Centred	<ul style="list-style-type: none"> • Work from a person centred, strengths-based approach that enshrines and respects diversity, equality, choice and self-determination. • Incorporate assertive engagement and rapport building with clients. Create transferable relationships; promote independence and sustainable pathways out of homelessness. • Promote therapeutic interventions, engagement with health and other treatment services and social inclusion activities. • Incorporate the importance of professional ethics and an ability to adhere to employee/client boundaries. • Manage critical incidents, challenging behaviour and act upon immediate risk of danger to self and others as per Pride in Place procedures. • Develop and maintain effective working relationships with clients to support and maintain change through a case management process. • Regularly liaise with clients to obtain feedback.
Administration	<ul style="list-style-type: none"> • Enter all client information into the Single Client Record database and use as the primary mechanism to maintain client records. • Timely and accurate completion of client file notes and other documentation in line with relevant legislation and policy and procedure. • Strict adherence to relevant privacy legislation. • Ensure that all incidents are recorded into the relevant reporting tool. • Ensure any legal documents and other documents of significance have been sighted by and have the approval of the Manager. • Maintain and lead a high standard of record keeping in regard to case notes, assessments, case plans, data collection, budgetary requirements, risk reporting, and other information systems associated with Pride in Place. • Fulfil data reporting requirements to funding providers. • Maintain transparent communication throughout the team and within the framework of line management reporting requirements, including providing timely updates as issues arise, providing accurate and relevant information, internal documents and reports as required. • Fulfil other related administrative tasks to the highest quality as required & directed.

Accountability	<ul style="list-style-type: none"> • Ensure all work undertaken within areas of accountability complies with Pride in Place organisational values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards. • Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with Pride in Place. • Undertake appropriate training to support understanding of, and compliance with, key policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations. • Ensure working within appropriate risk management and OH&S procedures and operating practices are embedded within services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being. • Participate in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed to meet compliance requirements. • Operate in accordance with the organisational schedule of delegated authorities.
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Key Selection Criteria

Applicants **must** address the following selection criteria to support their application:

Knowledge of homelessness

- Experience in working with and supporting LGBTIQ+ people who are experiencing homelessness and presenting with multiple needs, including alcohol and other drugs, mental and/or physical illness, psychosocial, behavioural issues.
- Demonstrated understanding of, and an ability to provide high level assessments, case planning and support response to people experiencing homelessness.
- Demonstrated experience in case management practice and navigating service systems with and for LGBTIQ+ clients.
- A broad understanding of relevant primary and allied health services, alcohol and other drug treatment services, mental health services, employment, education and training options, LGBTIQ+ and mainstream support services, and affordable housing available to clients.

Relationship building

- Demonstrated ability to effectively build, engage and maintain professional working relationships with people experiencing homelessness from the LGBTIQ+ community.
- Demonstrated commitment to social justice which drives persistence and an unconditional positive regard.
- Experience in liaising with other community service organisations for the development of on-going relationships and referral protocols beneficial to client support.

Skills and Personal Attributes

- **The incumbent must be a member of the LGBTIQA+ community.**
- A values-based and client focused approach to service delivery informed by a demonstrated commitment to social justice issues.
- Knowledge and understanding of trauma informed, strengths based and person-centred care.
- Highly developed communication and relationship management skills, the ability to lead team practice, and maintain collaborative working relationships with a broad range of stakeholders.
- Recognises the importance of data collection in assisting program evaluations, research, and evidenced based decision making.
- Demonstrated ability to work independently and as a member of a team, taking direction when required.
- Evidenced administrative accuracy and detail, including timely data entry.

QUALIFICATIONS/EXPERIENCE:

It is expected the successful applicant will:

- Possess a Bachelor's degree in Social Work/Youth Work/Community Services or other relevant tertiary qualification.
- Demonstrable knowledge and interest in homelessness.
- Demonstrable knowledge and interest in LGBTIQ young people and their wellbeing.
- A minimum of two years' experience in homelessness or related sector
- It is required to have a full driver's license

REPORTING RELATIONSHIPS:

Support Workers will report to the Manager - Client Services.

SALARY AND CONDITIONS OF SERVICE:

Salary will be paid as per the Social Community Housing & Disability Services (SCHADS) Award 2010 Level 5, Pay Point determined according to experience and qualifications with additional employee benefits.

Pre- Employment Requirement

Satisfactory completion of National Police Records Check and Working with Children Check

Mandatory requirements

The successful candidate must be a member of the LGBTIQA+ community.

Drummond Street, VincentCare, Uniting and FAN are child safe organisations and are committed in everyday practice to ensuring the safety and wellbeing of all children, at all times.

As child safe organisations, all appointments are subject to satisfactory completion of a police check, Working with Children Check, character/performance reference checks and NDIS Working Screening Checks (where relevant). Police checks will be undertaken for the selected candidate prior to any job offer being confirmed. Police checks are also undertaken on a periodic basis during the period of employment.

All appointments are subject to disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

The incumbent for this position must have and maintain a current Victorian Working with Children Check or equivalent.

Current Covid vaccination is also a requirement of the position.

Commented [JII1]: Is a covid vaccine required?

Supervisor's Signature:

Position:

Date:

Employee's Signature:

Position:

Date: