

Job Description – Team Member

Housing Support Coordinator



Directorate: Operations
Reports to: Western Area Manager
State: Victoria
Direct Reports: 0

Award: SCHADS
Classification: 4
Review Date: June 2021

Whitelion acknowledges the traditional Owners and Custodians of the land on which it is situated and we pay respect to their elders past and present. Whitelion is committed to providing a safe environment for all people, regardless of their age, culture, ability, gender, language, racial origin, religious belief and/or sexual identity.

About us

At Whitelion Youth we have a vision of a world where no young person is left behind, where all young people have the right to equitable opportunities to reach their potential. Everyday our staff and volunteers work with young people at risk who have been impacted by the justice system, out of home care, homelessness or complex and chronic disadvantage and we support them to build positive community connections and meaningful pathways to work.

As a team of staff and volunteers we are committed to always turning up and doing our best, we deliver on our commitments and we contribute to an inclusive and welcoming environment where everyone can belong. You can find out more by accessing Strategy 2023 [here](#).

About the role

As part of the H3 (Health Homelessness and Housing) Alliance, Whitelion provide housing-focused and targeted interventions, connecting young people to housing options by supporting them with service coordination, advocacy, coordination of paperwork and budgeting required for renting, assisting with and exploring avenues of community support as appropriate, short-term/crisis options as required, and establishing strategies to ensure housing is sustainable once attained. This is an outreach-based service, and Whitelion can also work to address other contributing situational and co-existing factors to homelessness or housing instability such as mental ill-health, AOD and unemployment or education disengagement. Your day to day responsibilities will include:

- Providing individualised support (intensive case management and coordination, brief intervention, assertive outreach)
- Community engagement and capacity building
- Stakeholder and partnership engagement, particularly to improve access pathways
- Community-based outreach and co-location

You will be based in our Hoppers Crossing office, however will be expected to be available to work across multiple sites within the Wyndham LGA as required. There may be some after hours and weekend work required.



Role responsibilities

- Seek and coordinate referrals into Whitelion programs and deliver high quality and individualised care and support
- Engage with young people via an intake process, to assess needs and develop and implement individual support plans supporting housing-focused outcomes. Ensure regular review of plans and effective exit planning
- Leverage existing local networks and resources and source new relationships within the community (government, non-government, business, philanthropic) to create safe, diverse and sustainable opportunities
- Actively participate in stakeholder engagement activities with identified partners (H3 Alliance, WLASN, SAFY), as well as supporting the development of new stakeholder relationships, including allocated co-location opportunities
- Maintain appropriate files and records to facilitate good case coordination, accountability and manage all team and service user outcomes and relevant reporting requirements
- Ensure that the standards required by relevant legislation and organisational policy are maintained.

Role requirements

Experience

- Extensive experience in working with young people at risk, community, and demonstrable skills in engaging and supporting young people at risk of or experiencing homelessness
- Previous experience providing individualised support (intensive case management) in a community service environment, preferably working with at risk and vulnerable young people
- An understanding of and experience working with the issues confronting vulnerable young people (including, family violence, substance abuse, child abuse and child safety, mental ill-health and relationships) and their families
- Excellent verbal and written communication skills in addition to a high level of interpersonal, liaison and negotiation skills in order to build rapport and trust with various stakeholders

Qualifications

- Current Working with Children card and Criminal History Check
- Hold a current driver's license and be prepared to drive
- A tertiary qualification in youth work, social work, community services or other relevant discipline and/or proven experience in the delivery of services to young people experiencing complex behaviours.

General conditions

All Whitelion staff and volunteers must also adhere to the following requirements:

- Whitelion is committed to preventing any danger to children and young people who engage with our services. We do this by constantly working on creating a safe, empowering and respectful culture.
- All reasonable Health and Safety guidelines, policies and directions.

- Demonstrate the skills and knowledge to work with Aboriginal and Torres Strait Islander people in a culturally safe way.
- Undertake a police check prior to commencement and every 5 years after.

Personal Competencies

The values and behaviours that demonstrate how Whitelion people think and act:

- Collaboration:** You are open to working closely with your teammates to help each other achieve quality outcomes, and to support each other's safety and wellbeing.
- Committed:** You bring positivity, focus and energy to your work and get inspired by achieving quality outcomes in all parts of your role. You are resilient and see setbacks as opportunities for growth and development.
- Accountable:** You do what you say you are going to do. You can work independently, prioritise and manage multiple tasks and know how to speak up if you need help with delivering to agreed deadlines.
- Inclusive:** You work hard to educate yourself on what it takes to create a truly inclusive culture, and you value the experiences and alternative views of those around you. You believe that diversity leads to success.