

Specialist Team Support – Supportive Accommodation Program

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| position number | iChris |
| status | Full Time, Fixed term (FT) |
| network | Services |
| agreement | Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022 |
| classification | Level 5, pay point dependant on experience |
| reports to | Program Facilitator – Supportive Accommodation Program |

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| about us | cohealth is a not-for-profit community health organisation. We provide health and support services in Melbourne's CBD, and northern and western suburbs. |
| what we do | Our work aims to improve the health and wellbeing of our communities and address health and social inequality. |
| our organisation | cohealth is a community health organisation with an ambitious strategic plan. Our mission is to improve health and wellbeing for all and tackle inequality, in partnership with people and the communities they live in. |
| our people | People who work at cohealth are committed to designing and delivering high quality health care and promoting and protecting human rights. |
| diversity and inclusion | We want people of all ages, gender identities, sexualities, cultural backgrounds, and abilities to feel safe to bring their whole selves to cohealth. We are a Rainbow Tick Accredited organisation with over 20% of our staff from the LGBTQIA+ community. To find out more about us click here |



network overview

Services Network

The Services Network is responsible for delivering a wide range of health and social support services in Melbourne's CBD, and northern and western suburbs.

position overview and purpose

This position sits within the Homeless Services Cluster. The Cluster delivers value-based care through codesign and by developing the capacity and capability for teams to work to the top of their scope of practice.

The Homelessness Cluster aims to improve the health, wellbeing, housing, and social outcomes of people who use alcohol and other drugs and/or those have experienced an episode of homelessness in the Inner North-West of Melbourne. The Cluster delivers a human rights approach to health care which reduces harms, is trauma informed, consumer directed, holistic, recovery and strengths based.

The Supportive Accommodation Team is comprised of small number of Housing Support Workers and workers with Lived Experience who deliver practical support to the renters with complex needs to build skills needed to independently maintain a tenancy in the future. Examples include daily living skills (household management, health, food security) and facilitating connections to local health providers such as community health services, NDIS, and My Aged Care.

The Specialist Team Support will hold a case load of clients and provide onsite leadership to a team of Housing Support Workers and staff with Lived Experience, including line management and practice supervision. The position will also assist with the management of the Site and day-to-day operations in partnership with Unison Housing.

The Specialist Team Support is an expert in their field. This role drives the team to deliver impactful service, ensure the team is equipped, engaged, clear on and accountable for their objectives. A primary objective of this role is to deliver a consumer first service.

key accountabilities

direct service delivery

- Maintain knowledge, skills, qualifications, accreditations, and registrations through participation in professional development activities
- Leads the team to deliver collective and individual objectives through:
 - Recruiting and inducting new team members and building their self-organising capability
 - Facilitating team cohesion and retention
 - Contributing to reflective practice sessions



- Delivering individual feedback through supervision and Performance Development Reviews
- Overseeing effective day-to-day team leadership activities such as team leave, task allocation and incident response
- Identifying training needs and enabling skills acquisition for individual team members
- Demonstrating a relentless focus on team culture, welfare, and retention, underpinned by trusting relationships and cohealth's learning culture
- Across and understanding of individual and team performance and continually developing strategies to leverage growth, motivating the team to strive to improve client outcomes and impact in partnership with the Program Facilitator
- Champion and leads innovation and process improvement initiatives.
- Engaging team members to contribute to process improvements and projects that optimise client impact
- Develops team capacity and capability to work to the top of their scope of practice and in self-organising ways, including peer coaching, peer conflict resolution, group problem solving, team performance monitoring and objective setting
- Undertaking secondary consultations where applicable
- Carry out duties in a manner that does not adversely affect their own health and safety, or others by reporting all incidents, injuries, near misses, or potentially hazardous conditions as well as cooperating with any measures introduced in the workplace to improve Work Health & Safety (WHS)
- Establish and maintain links with other key local agencies and the local community
- Develop and implement client-directed, strengths-based client goal directed care plans
- Work collaboratively with clients to conduct intake and risk assessments, identifying needs, aspirations, and goals of clients
- Link clients into appropriate ongoing community services, including mental health services, AOD services, social support services and health services
- Support clients to establish and maintain their tenancies
- Maintain accurate client records and fulfil organisational reporting requirements
- Work cooperatively with colleagues and at the direction of cohealth leadership
- Respond to challenging behaviour calmly and assertively using a trauma informed framework and in line with cohealth policies and procedures
- Ensure ethical, responsive, and professional goal directed client focussed services are provided

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| | <ul style="list-style-type: none"> • Maintain and model respectful communication, ethical conduct, positive and compassionate behaviour at all times • Comply and adhere to all cohealth practice frameworks, policies and procedures including code of conduct and values • Undertake special projects or tasks as required • Perform all other duties as directed, within the limits of skills, competence, and training to maximise flexibility and effectiveness |
| <p>culture and teamwork</p> | <ul style="list-style-type: none"> • Champion cohealth's culture to promote teamwork, employee development and empowerment in order to foster a culture of high performance and a workforce which demonstrates behaviours consistent with cohealth's values |
| <p>quality and continuous improvement</p> | <ul style="list-style-type: none"> • Understand and participate in professional development and quality improvement activities consistent with cohealth policies and procedures • Contribute to the principles of continuous improvement as contained in cohealth's quality system and ensure compliance with cohealth policies and procedures • Contribute to the implementation and improvement of the quality systems within cohealth, in particular the Services Network, and ensure compliance with documented procedures and processes |
| <p>health & safety compliance</p> | <ul style="list-style-type: none"> • Provide and maintain a working environment that, as far as reasonably practicable, is safe and without risks to the health, safety, and wellbeing of all (employees, contractors, volunteers) • Maintain awareness of and compliance with health and safety policies and procedures to maintain a safe working environment • Take corrective action to remedy safety hazards or risks and restore a safe working environment |

position requirements

- The ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- The ability to engage with service users in a warm, non-judgemental manner, demonstrates a strong customer service focussed approach
- Promotes collective achievement, contributes to the development and achievement of group objectives, is respectful, actively listens to and seeks out opinions and ideas from others
- Demonstrates self-awareness and the ability to self-regulate, role models a positive outlook even during challenging times
- Committed to the philosophy and vision of cohealth
- Working with Children's Check (WWCC)
- Participation in the NDIS worker screening checks where applicable
- Victoria Police Check Current
- Victorian Driver's License
- Immunisation Category B and proof of COVID vaccination to be produced for sighting upon request

key selection criteria

- A relevant tertiary qualification such as Social Work or equivalent experience in the housing, mental health, disability, or welfare sectors
- Demonstrated experience working with clients who have a history of homelessness and multiple and complex needs, as well as a sound understanding of the key issues affecting people experiencing homelessness
- Demonstrated team leadership in a community organisation working with marginalised populations;
- Demonstrated experience developing positive team culture;
- Demonstrated experience supervising and coaching staff to deliver quality care outcomes, lifting performance when necessary;
- Commitment to client care that changes outcomes, including community participation and continuous quality improvement;
- An understanding of the social determinants of health and trauma informed care practices
- An understanding of the principles of case management including care planning, comprehensive assessment, intake, advocacy, and referral
- An ability to establish respectful professional relationships that have clear boundaries with consumers, staff, and partner organisations
- Demonstrated interpersonal skills, including conflict resolution and negotiation and the ability to communicate effectively with people from diverse social and cultural backgrounds
- Proven time management and organisational skills with an ability to manage varied high priority tasks within limited timeframes
- Excellent verbal and written communication skills



cohealth is a child safe and equal opportunity employer that offers generous salary packaging and opportunity to undertake professional training and development opportunities. Aboriginal and Torres Strait Islander people, and those who speak languages other than English are encouraged to apply.

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