

Practice Excellence Coach – Homelessness Services

position number	iChris
status	Part Time, Fixed term (TP)
network	Services
agreement	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
classification	Level 6 Pay Point dependant on experience
reports to	Cluster Leader Homelessness Services

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 **Homelessness Services** Practice Excellence Coach will lead Quality Improvement Activities, drive program evaluation and offer mentoring and leadership to service delivery staff through reflective practice to lead change in the pursuit of best practice. The role will support the Homelessness Services Cluster Lead and broader Homelessness Services leadership team to ensure staff work to their top of scope and peer workers are supported to deliver high-quality services in line with cohealth best care framework.

The Practice Excellence Coach will ensure staff are supported to deliver programs which are evidence based, client centred, holistic, innovative, responsive and based on a harm reduction, trauma informed and recovery orientated framework, seeking to empower and educate the client cohort to make informed decisions about their health and housing circumstance.

This role will drive the team to deliver an evidenced based impactful service and to ensure the team is equipped, engaged, clear on and accountable for their roles and function allowing them to understand how the work they undertake each day supports cohealth to serve marginalised communities.

key accountabilities

direct service delivery

- Maintain knowledge, skills, qualifications, accreditations, and registrations through participation in professional development activities
- Facilitate delivery of assigned program(s), in compliance with funder metrics and performance measurements and within budget/funding provisions.
- Collaborates with key internal and external stakeholders to achieve responsive services which are codesigned with consumers and are impactful.
- Provides leadership to teams to enable them to achieve best outcomes for the client group.
- Facilitates team(s) success by setting the agenda for team(s), monitoring team(s) progress and processes and supporting decision making.
- Contribute to site management as directed by Homelessness Services Cluster Lead
- Enables team(s) performance, where applicable, through:
 - Facilitating team cohesion and retention
 - Developing and leading multi-disciplinary and discipline specific communities of practice and reflective practice sessions
 - Monitoring funding stream service model development, implementation and maintenance
 - Leading evaluation of programs and contributing to Department briefings
- Champion and leads innovation and process improvement initiatives across supportive accommodation
- Engage staff to contribute to process improvements and projects that optimise client impact and outcomes
- Develop team capacity and capability to work to the top of their scope of practice
- Carry out duties in a manner that does not adversely affect their own health and safety of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve Work Health & Safety (WHS)
- Comply and adhere to all cohealth policies and procedures including code of conduct and values
- Perform all other duties as directed, within the limits of skills, competence and training to maximise flexibility and effectiveness.
- Contribute to whole-of-organisation initiatives to deliver cohealth's strategic directions and commitment to values-based care, co-design, and community engagement
- Maintain and model respectful communication, ethical conduct, positive and compassionate behaviour at all times

	<ul style="list-style-type: none"> • Undertake all required training with respect to Infection Control and in the correct use of PPE • 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
culture and teamwork	<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
quality and continuous improvement	<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
health & safety compliance	<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 in a Health-Related Discipline, Social Work or equivalent with experience in the housing, mental health, disability, or welfare sectors desirable
- Extensive leadership experience working in community or public health with marginalised populations, specifically within the homelessness population
- Demonstrated success at leading, supervising and coaching staff to deliver high quality care outcomes
- Demonstrated high level communication and interpersonal skills with capacity to work effectively with managers, staff and consumers whilst also expertly managing strategic partnerships
- Demonstrated ability to establish, develop and implement projects through engagement and collaboration
- Successful track record of lifting team performance through targeted projects to improve client care outcomes
- Experience in leading the delivery of health/community services using a Human Rights approach.
- Commitment to client care that changes outcomes, including community participation and continuous quality improvement
- An understanding of the social determinants of health, housing first and trauma informed care practices
- 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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