

Position Description

POSITION TITLE:	Community Development Homelessness Officer
POSITION NO:	4328
DIRECTORATE:	Community Life
DEPARTMENT:	Inclusive Communities
SECTION:	Community Development
CLASSIFICATION:	Band 6
LOCATION:	Footscray CBD and Civic Precinct and Community Hub
DATE:	01 July 2026

ORGANISATIONAL RELATIONSHIPS

Reports to:	Community Development and Partnership Lead
Internal Liaisons:	Manager Inclusive Communities, Coordinator Inclusive Communities, Footscray Revitalisation Lead, Footscray Place Officer, Care and Housing Officer, Local Laws and all Council employees.
External Liaisons:	Launch Housing, local homelessness service sector partners, Victoria Police, DFFH and members of the public and residents.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

The Community Development Homelessness Officer will contribute to key council initiatives responding to homelessness and rough sleeping across Maribyrnong, including providing an assertive service-navigation, referral and coordination outreach response in central Footscray as part of the Footscray Welcome Crew, and working in operational partnership with community services to deliver Maribyrnong Zero.

As part of the newly developed Footscray Welcome Crew, this role will provide a visible and approachable presence in central Footscray, providing information, service navigation and coordination for individuals experiencing homelessness and adjacent social and health issues in central Footscray.

The Community Development Homelessness Officer will triage notifications of people sleeping rough and play a key role in coordinating service responses for people experiencing homelessness across Maribyrnong. Taking a collective impact approach, Maribyrnong partners with Launch Housing to bring together services working with people who are sleeping rough across the municipality under the mutual accountability Advance to Zero framework to identify, address and remove service barriers and move people, known 'by-name', out of homelessness and into secure housing. The Community Development Homelessness Officer will take operational carriage of Council's work in Advance to Zero, working closely with external service partners and liaising with relevant internal units to respond to community.

The Community Development Homelessness Officer will prepare deidentified, regular operational reports within Council to ensure organizational oversight of active risk issues, hotspots, service gaps and advocacy opportunities.

DUTIES AND RESPONSIBILITIES

- Work as part of the Footscray Welcome Crew to provide and maintain a visible and approachable presence in Footscray, including assisting with facilitated referrals into local services.
- Work with Launch Housing and local service partners to operationalise Maribyrnong Zero, coordinating service responses for people experiencing homelessness and related complex issues, with a focus on the shared commitment to ending homelessness.
- Develop and maintain operational partnerships with local homelessness and health service providers and Launch Housing to promote and enable collaborative service responses
- Advocate to ensure access to and delivery of effective services for rough sleepers and address barriers to system access.
- Contribute to the development and implementation of escalation processes for individuals experiencing complex vulnerabilities and oversee the coordination, advocacy and follow-through of agreed actions.
- Active participation in Advance to Zero Coordination, Hot Spots and Melbourne Homelessness Response Group Meetings.
- Working with live Advance to Zero data, monitor inflow into homelessness, housing outcomes, service system capacity and advocacy opportunities and report on these regularly.
- Work collaboratively with internal and external stakeholders to respond to live issues related to homelessness and rough sleeping across the municipality.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

- We are a child safe organisation and are committed to child safety and supporting the best interests of children in all our operations.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide advice and information to internal and external stakeholders within Council guidelines and delegated authority. Accountable for the accuracy and quality of the information and advice provided.
- Provide support and formal input into policy development within area of expertise as required.
- Maintain and improve standards of work specific to the role and responsibilities.
- Act within clear objectives, budgets and refer to manager for any decisions on matters that could impact Council's policy, projects and budget.

JUDGEMENT AND DECISION MAKING

- Exercise judgement and autonomy to make decisions based on previously acquired experience and knowledge as well as knowledge of department, organisational goals and objectives.
- The nature of the work is usually specialised with methods, procedures and processes developed through theory or precedent.
- Ability to improve or develop methods, procedures and processes relevant to the role as required and applying them to problem resolutions.
- Guidance and advice from supervisor and other Council employees would usually be available.
- Exercise discretion and confidentiality whilst performing assigned duties.

SPECIALIST SKILLS AND KNOWLEDGE

- Ability to use technology and systems relevant to the role.
- Proficiency in the application of theories, policies, procedures, processes and precedents relevant to the role.
- Understanding of the role and function of the team and how they impact the goals of the wider organisation.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to the role.
- Basic knowledge and understanding of budgeting techniques.

MANAGEMENT SKILLS

- Manage time, set priorities, plan and organise own work and when required, the work of any direct reports, to achieve team objectives within a set timeframe.
- Ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, particularly when supervising employees.
- Ability to support, motivate, provide on the job training and guidance to more junior employees.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to direct reports of the long-term goals of the team and their alignment with Council's objectives.

INTERPERSONAL SKILLS

- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Ability to liaise with external counterparts and members of other units within the organisation to resolve intra-organisational challenges.

- Strong written and verbal communication skills and ability to effectively manage complex conversations.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team-based service delivery.
- Conduct research and provide detailed verbal and written reports as required.
- Capability to prepare external correspondence.

QUALIFICATIONS AND EXPERIENCE

Mandatory:

- Relevant qualification in social work, community development or related field
- No relevant criminal record found in a Police Check.
- Required to have and maintain, always where required for the performance of your duties or otherwise by Council, a valid, unrestricted Working with Children Check.
- Strong organizational and communication skills.
- Experience dealing with complexity, juggling priorities and working to deadlines.

Desirable:

- Experience working with vulnerable people and in systems-based responses.
- Experience working within collaborative governance frameworks.
- Experience delivering operational projects in collaboration with a range of internal and external stakeholders.
- Community language and/ or cultural capability

KEY SELECTION CRITERIA

- Mandatory qualifications and experience as listed above.
- Demonstrated experience in client facing human services, social work or other related discipline
- Demonstrated understanding of the issues facing people experiencing homelessness, and skills and aptitude working for people experiencing marginalization and disenfranchisement.
- Demonstrated commitment to social justice and trauma informed practice principles.
- Excellent stakeholder management skills and demonstrated experience building and coordinating complex, operational stakeholder relationships
- Demonstrated experience preparing high-quality reports to inform advocacy initiatives

CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Position Description



Employee:

Date:

Manager/Coordinator:

Date:

.....