

POSITION DESCRIPTION



Position Title:	Homes First Practitioner
Location:	Quantum Morwell Office
Reports To:	Team Leader Homelessness Response
Hours of Duty:	As per the Employment Agreement
Salary Classification:	SCHADS Award Level 5
Position Number:	10201

About Quantum

Quantum Support Services has been operating in the Gippsland region since 1987. During this time, the organisation has built a strong reputation in achieving outcomes for the local community. We are a not-for-profit support service, which means that all funds are used to support the community. We offer services to clients at our sites and outreach to clients living across Gippsland. The range of services we provide include:

- Homelessness including youth crisis accommodation
- Tenancy advocacy and support
- Connecting people with the community such as assisting people experiencing vulnerability with health services and other support providers
- Family violence support for women and children
- Youth programs
- Out of Home Care including Foster Care

Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences and recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcome and valued.

In undertaking this role with Quantum, you are expected to fulfil the obligations set out in this role description and any other duties that reasonably fit within the level and scope for this role.

Primary Position Objective

The Homes First program provides 3-4 years flexible case management support to families, single adults and young people who are experiencing persistent homelessness. Practitioners will provide trauma informed, holistic case management guided by Housing First principles to address housing goals, mental and physical health and wellbeing needs, parenting and family support. The program focuses on capacity building to help avoid future episodes of homelessness.

The Homes First program aims to provide people with access to social housing allocation within the first 12 months of support commencing with support being provided to establish and maintain their housing. Quantum Homes First Practitioners will be a part of a multidisciplinary team with Latrobe Community Health Service and Ramahyuck.

Duties and Responsibilities

Responsibilities	<ul style="list-style-type: none">• Homelessness and Tenancy Support in line with Australian Housing First Principles – including comprehensive assessment, goal orientated support plan, long term housing plan, transition planning to live more independently and leveraging community-based health and social supports.
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	<ul style="list-style-type: none"> • Working effectively as part of a multidisciplinary team to conduct culturally safe care coordination, service navigation and referral, improved access, connection, and coordination to and navigation of mainstream and specialist services; and • Flexible brokerage – can be used flexibly to address the holistic needs, outcomes and objectives identified in clients’ goal-orientated support plan.
Service Delivery	<ul style="list-style-type: none"> • Provide holistic, strength-based support to young people, single adults and families referred to the program within a case management framework. • Undertaking client/assertive outreach where required. • Provide flexible, needs based support for people who have increased vulnerabilities and risks who are experiencing homelessness and require on-going housing such as social housing to resolve their homelessness. • Provide intensive support to community members who have multiple and complex support needs such as mental or physical health issues, alcohol or drug use, or other trauma. • Support community members to obtain and sustain housing by observing principles of Trauma Informed Care and Practice. • Provide individually tailored, flexible and rapidly responsive support to support client-led recovery. • Understanding of individual histories to anticipate, monitor and respond to areas of concern. • Provide each community members support service through a continuum of integrated support. • Provide case coordination with the community member to develop a holistic, strength-based, goal orientated plan that will remain with the community member for the duration of their time in the program and review as necessary. • Convene multi-disciplinary team meetings on a regular basis to discuss the clients plan, care, supports and strengths, and to share information on the client (in accordance with privacy legislation). • Broker access to services for the community member where required, including referrals to health services, and assisting to navigate services.
Community Development & Networking	<ul style="list-style-type: none"> • Participate in community networking by disseminating information to other agencies, community groups, local governments, regarding the aims of the program and the issues faced by the client group. • Work cooperatively with other agencies in maintaining and developing an effective service delivery system for program clients.
Agency Participation	<ul style="list-style-type: none"> • Participate in regular supervision, review, and individual planning, including the identification of training needs, provided by the Line Manager. • Participate and operate effectively within a team environment and attend and contribute to team meetings and Agency staff meetings. • Commitment to continuous improvement including involvement in the ongoing evaluation and monitoring of both the program's and the agency's service delivery and contribute to future planning. • Contribute to Quantum's policy processes in response to local, State and Commonwealth Government policy changes and reviews. • Maintain requirements for the release of information between services and keep accurate records as required by the Information Privacy Act and other acts relating to information sharing. Maintain requirements in line with Legislation relating to information sharing for the FVISS & CISS as related to the MARAM framework.
Administration	<ul style="list-style-type: none"> • Complete, in an accurate and timely manner, all necessary administrative tasks, including correlation of relevant forms, assessments and evaluations of participants. • Maintaining accurate records.

	<ul style="list-style-type: none"> • Maintain case files for all program participants. • Reporting on a weekly, monthly basis or as requested.
General	<ul style="list-style-type: none"> • Perform other duties relevant to Quantum Support Services' daily operations as directed by the Supervisor and Quantum Support Services Line Management. • Work with minimal direction and supervision; demonstrate proficiency in literacy, computer skills and time management; and present emotional intelligence, good communication and interpersonal skills.
Health and Safety	<ul style="list-style-type: none"> • Consider and recommend reasonable wellbeing initiatives that could benefit Quantum Staff. • Report Health and Safety incidents using Quantum's OHS reporting system and encourage team members to do this also. • Follow up safety matters relating to equipment, building and other safety issues with the Wellbeing and Safety Coordinator.

Key Selection Criteria	
Capabilities	<p><u>Homelessness Practitioner Capabilities</u></p> <p>Understands Homelessness Context - Understands the contemporary homelessness context.</p> <p>Understands Consumer Need - Detailed understanding of the people being supported and effective methods of providing support.</p> <p>Determines Solutions - Identifies consumer preferences and needs and the options available and applies this to determine best solutions.</p> <p>Delivers Services - Deliver a specialist homeless response in an efficient and effective way.</p> <p>Manages Self - Manages time effectively, remains adaptable and flexible and demonstrates resilience and self-care.</p>
Experience / Knowledge	<ul style="list-style-type: none"> • Demonstrated experience in providing holistic, strength-based, trauma informed case management support to vulnerable and disadvantaged community members with multiple and complex needs. • Knowledge of Australian Housing First Principles. • Demonstrated knowledge of, or the ability to gain a strong understanding of Public Housing Policies and Procedures. • Demonstrated capacity to deliver culturally sensitive practices in working with the members of the community. • A commitment and ability to create strong links with appropriate services and networks and an understanding and knowledge of the available resources in Gippsland.
Mandatory Qualifications	
	<ul style="list-style-type: none"> • Minimum requirement of Diploma of Community Services or other appropriate tertiary qualification/s and/or experience relevant to this position. • Completed application must include a detailed Cover Letter (aligning your response to the Key Selection Criteria) and a current resume that contains or has attached, the name, address, and telephone numbers of three referees.

Conditions of Employment
<ul style="list-style-type: none"> • Provision of valid Working with Children Check (full not voluntary)

- Provision of satisfactory Current National Police Records Check prior to commencing employment and every 3 years thereafter.
- Entitlement to work within Australia
- 6 months probationary period
- The successful applicant must hold a valid Victorian Driver's Licence that is not at risk of cancellation.
- Compliance with Quantum's Code of Conduct and Child Safe Code of Conduct
- This position is subject to an annual Review.

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Document Tracking	Version	Issue date	Review Date
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