

## Position Description

<b>Title</b>	LGBTQIA+ Homelessness and Housing Peer Navigator
<b>Business unit</b>	Homelessness Central Highlands
<b>Location</b>	105 Dana Street Ballarat, Vic, 3350
<b>Employment type</b>	Maximum term – Part Time
<b>Reports to</b>	Team Leader Homelessness

### About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

LGBTQIA+ Homelessness and Housing Peer Navigators work within the team to undertake preliminary case work and engage clients in the Third Phase of the LGBTQIA+ Housing and Homelessness Pathways function - the 'Support to Independence Recovery Curriculum'. Peer Navigators are LGBTIQ+ people who have lived experience of homelessness and who will bring a personal understanding of the complexities and challenges involved in finding and securing housing. The Peer Navigator will empower clients to navigate the housing system, come up with creative and safe solution to their housing situation, and will provide practical supports where needed.

Pride in Place's client journey and service navigation approach integrates the value of 'lived experience' in both homelessness and discrimination to build an informed, empathic, and therapeutic recovery from the experience of homelessness. This client journey and case management approach will wrap around a range of services to address key drivers of homelessness engage clients with safe and responsive housing providers.

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### LGBTQIA+ Homelessness and Housing Peer Navigator

## 2. Scope

### Budget:

Nil

### People:

Nil

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## 3. Relationships

### Internal

- Team Leader Homelessness
- Senior Manager Homelessness
- Other team members of the Pride in Place program

### External

- Project Coordinator – Pride in Place
- Principal Practitioner – Pride in Place
- Real estate agents and housing providers
- Pride in Place Consortium employees (VincentCare Victoria, Drummond Street Queerspace, FAN)
- Other key community stakeholders

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## 4. Key responsibility areas

### Service delivery

- Peer case management of clients who identify as being part of the LGBTQIA+ community, who may present with multiple and complex support needs.
- Work alongside the Service Navigator to develop appropriate individually tailored case plans in consultation with clients that are responsive to their needs and goals, and incorporates their strengths.
- Develop and maintain a peer recovery-focused working relationship with clients to help support and maintain change through a case management process.
- Advocacy and referral with accommodation and support providers.
- Assessment of long- term accommodation options and assistance to access these.
- Establish and maintain a thorough knowledge of local community agencies, including eligibility and referral requirements and other relevant resources.
- Maintain comprehensive knowledge of housing providers aligned with the LGBTQIA+ community as well as other housing providers.
- Actively use the above information in planning and advocating for outcomes with clients.
- Liaise with staff of VincentCare Victoria, Drummond Street Queerspace, Uniting, FAN, community agencies and government on matters arising from individual client work as identified and those as directed by the Program Coordinator and Principal Practitioner.
- Provide written reports as required.
- Other duties as required.

### Client Centred

- Work from a person centred, strengths-based approach that enshrines and respects diversity, equality, choice and self-determination.
- Incorporate assertive engagement and rapport building with clients.
- Create transferable relationships; promote independence and sustainable pathways out of homelessness.
- Promote engagement with health and other treatment services and social inclusion activities.

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- Manage critical incidents, challenging behaviour and act upon immediate risk of danger to self and others as per Pride in Place procedures.
- Develop and maintain effective working relationships with clients to support and maintain change through a case management process.
- Regularly liaise with clients to obtain feedback.

#### Administration

- Enter all client information into the Single Client Record database and use as the primary mechanism to maintain client records.
- Timely and accurate completion of client file notes and other documentation in line with relevant legislation and policy and procedure.
- Strict adherence to relevant privacy legislation.
- Ensure that all incidents are recorded into the relevant reporting tool.
- Ensure any legal documents and other documents of significance have been sighted by and have the approval of the Service Navigator and Principal Practitioner.
- Maintain and lead a high standard of record keeping in regard to case notes, assessments, case plans, data collection, budgetary requirements, risk reporting, and other information systems associated with Pride in Place.
- Maintain transparent communication throughout the team and within the framework of line management reporting requirements, including providing timely updates as issues arise, providing accurate and relevant information, internal documents and reports as required.
- Fulfil other related administrative tasks to the highest quality as required & directed.

#### Compliance

- Ensure all work undertaken within areas of accountability complies with Pride in Place organisational values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards.
- Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with Pride in Place.
- Undertake appropriate training to support understanding of, and compliance with, key policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations.
- Ensure working within appropriate risk management and OH&S procedures and operating practices are embedded within services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being.
- Participate in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed to meet compliance requirements.
- Operate in accordance with the organisational schedule of delegated authorities.
- with Uniting's values.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.

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- Promptly respond to and report health and safety hazards, incidents and near misses to line management
  - Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
  - Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
  - Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
    - Based on a relationship with a current member of Uniting's workforce
    - Based on my ongoing work with another organisation
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## 5. Person specification

### Qualifications

- A relevant vocational or tertiary qualification (for example Diploma or Bachelor Degree), or equivalent professional experience in a related field (required)
- Further qualifications in another discipline or specialist area (for example Graduate Diploma) (preferred)
- Full Victorian Driver's Licence

### Experience

#### *Knowledge of homelessness*

- Ability to work with and supporting LGBTQIA+ people who are experiencing homelessness and presenting with multiple needs, including alcohol and other drugs, mental and/or physical illness, psychosocial, behavioural issues.
- Demonstrated understanding of, and an ability to provide high level assessments, case planning and support response to people experiencing homelessness.
- Lived experience of navigating service systems with and for LGBTQIA+ clients.
- A lived experience of and/or understanding of relevant primary and allied health services, alcohol and other drug treatment services, mental health services, employment, education and training options, LGBTQIA+ and mainstream support services, and affordable housing available to clients.

#### *Relationship building*

- Ability to effectively build, engage and maintain professional working relationships with people experiencing homelessness from the LGBTQIA+ community.
- Demonstrated commitment to social justice which drives persistence and an unconditional positive regard.
- Ability to work collaboratively with others to identify and address service and client needs.
- Ability to liaise with other community service organisations for the development of on-going relationships and referral protocols beneficial to client support

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
  - Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
  - **The incumbent must be a member of the LGBTQIA+ community with a lived experience of homelessness**
  - A values-based and client focused approach to service delivery informed by a demonstrated commitment to social justice issues.
  - Good communication and relationship building skills, the ability to maintain collaborative working relationships with a broad range of stakeholders.
  - Ability to work independently and as a member of a team, taking direction when required.
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#### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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#### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

##### Employee

Name:	<input type="text"/>
Signature:	<input type="text"/>
Date:	<input type="text"/>