

POSITION DESCRIPTION



POSITION TITLE:

Senior Connection Coach – Housing Connect

DIVISION:

Housing Connect

REPORTS TO:

Senior Practice Manager

FUNCTION:

The Senior Connection Coach is responsible for supporting and mentoring Connections Coaches within the Housing Connect front door service to inform and embed best practice. The role provides day to day mentoring and coaching to ensure practice coherency, consistency and model fidelity as outlined in the Housing Connect Practice Framework. This role requires an in-depth understanding of Advantaged Thinking, the role of community and an ability to work in conjunction with a range of senior staff. The role will also manage a small caseload to keep informed and up to date with best practice.

ANGLICARE MISSION:

Anglicare, in response to the Christian faith, strives to achieve social justice and to provide the opportunity for people in need to reach fullness of life.

ANGLICARE IS COMMITTED TO:

Anglicare Tasmania is committed to the safeguarding of children and vulnerable people. All applicants applying for positions with Anglicare Tasmania must undergo screening processes prior to a successful appointment.

Anglicare Tasmania is an equal opportunity (EEO) employer and welcomes applications from people from Aboriginal and Torres Strait Islanders (ATSI), Culturally and Linguistically diverse (CALD) backgrounds and LGBTIQ+ communities.

Anglicare Tasmania is committed to providing an inclusive and respectful work environment where all people are valued and have equal access to opportunities to reach their full potential.

This is upheld by:

- Working for the common good and a just and healthy society’.
- Working together with government, business, the community and churches to build a better future.
- Valuing and celebrating difference and diversity within society.
- Reconciliation with Aboriginal people.
- Offering our support to all who need it, for as long as they need our help.
- Empowering our clients and treating them, their situations and their choices with respect.
- Upholding human rights.
- Joining together with those who suffer disadvantage and injustice to call for change.
- The safety and protection of children involved in our activities/programs.

- Providing an inclusive and respectful work environment where all people are valued and have equal access to opportunities to reach their full potential.

SPECIAL CONDITIONS:

- Required to provide a satisfactory unsupervised vulnerable people National Police Check no older than 12 months and have a Working with Vulnerable People card (Employment) which includes NDIS Worker Screening.
- Required to provide an International Police Check if you have resided outside of Australia for 12 months or more after the age of 16.
- Required to undergo an employment health assessment which allows Anglicare to be aware of potential and actual health issues for employees and (if appropriate) to work with individuals to ensure we manage these appropriately (e.g. tailoring the work environment to cater for specific requirement/s.).
- Adherence with Anglicare's conditions of employment, Code of Conduct, Confidentiality, Anti-discrimination, Bullying and Harassment policies, Work Health and Safety policies including signing a Personnel Declaration.
- Current Drivers Licence.
- Requirement to work outside normal office hours from time to time.
- Required to undertake Anglicare's Safeguarding Children Program prior to working directly with children/young people.
- This position is mandated by law to report all current concerns about the safety, welfare and wellbeing of a child.

PRIMARY TASKS:

Practice Oversight

- Oversee the day-to-day practices of the Housing Connect Front Door and support and mentor staff to achieve best practice case management
- Provide oversight and quality assurance of key practice elements undertaken at the Housing Connect Front Door, including assessments, referrals, applications, and brief interventions (Level 1 and Level 2 intensity of support) in line with the Housing Connect 2.0 model.
- Work closely with teams to embed new and existing tools and processes in their service delivery and ensure quality and fidelity of the model and approach.
- Seek input and feedback on tools and resources and disseminates this feedback through the Community of Practice/s.
- Ensures a place-based (regional) practice response is considered and provided.

Staff Development

- Share expertise and support the development of staff through decision-making processes, and practice de-briefing, and provide an escalation point for advice whilst adhering to Housing Connect objectives and guidelines.
- Provide practice support and professional mentoring for all Housing Connect Front Door staff.
- Provide staff with advice and guidance on the model and practice development through ongoing development, documentation, and implementation of Housing Connect 2.0.
- Work collaboratively with teams to achieve common goals in line with Advantaged Thinking team approach.
- Provide advice, guidance, and resources to support the delivery of Housing Connect Front Door services to ensure consistency and coherence across co-located services, and support ongoing improvement and innovation.

- Inform the development of workforce training packages to support the effective implementation and continuous quality improvement of Housing Connect 2.0.
- Support the development of staff wellbeing plans

Engagement, Assessment and Applications

- Undertake initial and comprehensive engagement and assessment processes to determine service response/resource distribution (intensity of response).
- Provide information and advice (the Deal: information on the Housing Connect service offers and expectations and redirection to other services where relevant).
- Address immediate needs, including assessment for and access to flexible funds for reasonable and necessary support, or if in crisis, immediate connection to short-term and brokered accommodation.
- Complete applications for housing assistance for people who are not able or do not want to use the Housing Connect Portal (e.g., social housing, private rental assistance).

Coaching and Practical Support

- Provide light touch (Level 1), or short to medium term intervention (Level 2).
- Coach and support service users to develop and progress an immediate response or Initial Action Plan for keeping or finding housing, which may include actions in other key life domains.
- Facilitate people's access to specialist services, mainstream opportunities, networks, and resources so they can build social capital that will support their housing and other goals.
- Provide feedback on progress with Action Plan(s).
- Provide detailed handover information to Key Development Coaches (KDCs) if a Level 3 response is required.

Networks, Resources and Opportunities (tailored to age, stage, and household circumstances)

- Source and leverage existing local networks, resources and opportunities that span business, community services and education providers.
- Connect people (back) into community networks and resources and assist them to leverage personal networks (e.g., family, friends, partners).
- Identify and leverage external service system pathways that have the expertise and resources to provide a tailored, client-centred response.
- Maintain and sustain relationships in the key systems and sectors that provide opportunities, expertise, and resources across the life domains for people experiencing homelessness.
- Develop and build on private market housing expertise and connections.
- Share local and system expertise and knowledge with KDCs that can be leveraged to assist matching individuals to opportunities within a Level 3 Response.
- Outreach to local services and regional areas will be conducted as required.

Practice Development

- Contribute to practitioner's network meetings and link in with similar initiatives to enhance practice informed by data and practice learnings.
- Share resources, networks, and opportunities across the system through these forums.
- Provide (including supervision of) social work and other student placements.

Administration

- Collect and record data and information as required for the Housing Connect evaluation and Portal.

- Assist with social housing, private rental, and other housing assistance applications.
- Assist KDC Coordinators in responding to constituent enquiries from Homes Tasmania where relevant.
- Any other tasks and duties as required.

Workplace Health and Safety

- Maintain a safe working environment by adhering to Workplace Health and Safety policies, procedures and guidelines and by working in a responsible manner to ensure the safety of oneself, other staff members, clients and visitors to Housing Connect.

COMPETENCIES/SELECTION CRITERIA:

The incumbent will possess demonstrable competency, knowledge, understanding and/or skills in the following areas:

- High level demonstrated understanding and application of evidence-based service design into practice.
- Demonstrated experience in coaching, mentoring, and inspiring teams including monitoring team performance.
- Demonstrated initiative, problem solving and resilience skills including the ability to maintain a positive outlook, see the 'bigger picture', identify opportunities, implement solutions and promote these principles within a team environment.
- Demonstrated experience with practice development and documentation.
- Demonstrated ability to work in collaboration with a multidisciplinary team to facilitate the translation of knowledge into practice and service objectives.
- Expertise in conducting assessments in line with an Advantaged Thinking practice approach which considers needs, capabilities, risks, and challenges to ensure a holistic understanding of the person's circumstances to effectively tailor the response.
- Expertise in brief interventions: short term planning and goal setting, provision of relevant information, connection to opportunities, resources, people, and networks to grow skills and capabilities to maximise housing outcomes.
- High level initiative and problem-solving with the ability to identify opportunities and discern external service system pathways that have the expertise and resources to be leveraged to provide a more tailored response for people experiencing disadvantage.
- Expertise and ability to develop, creatively leverage and sustain relationships across the service system, community, business, and education sectors to maximise outcomes for people accessing Housing Connect.
- Up-to-date knowledge of housing information, community resources, service providers and referral point.
- Understanding of Tasmania's current housing market and the difficulties facing people on a low-income trying to secure housing including family violence, mental health and alcohol and other drug issues.
- Understanding of human development and the normative activities, behaviours, and developmental milestones characteristic to stage of life, as well as the relevant community and institutional links and systems.
- Understanding of relevant theoretical and conceptual frameworks and commitment to the values and ideals of capabilities and Advantaged Thinking practice approach.
- Demonstrated time management skills with the ability to effectively set priorities and manage an assigned caseload.

- High level written and verbal communication skills including the ability to maintain accurate, professional case-notes, prepare correspondence and provide required information within program guidelines.
- Computer skills, in particular the ability to operate word processing and database management software packages.
- A commitment to working collaboratively with Housing Connect partners to negotiate a consistent approach across all areas of operations.

ESSENTIAL QUALIFICATIONS AND/OR EXPERIENCE:

Tertiary qualifications relevant to the position or extensive experience and lesser qualifications deemed equivalent.

Demonstrated experience coaching and mentoring teams

DIRECTION OR SUPERVISION RECEIVED:

Receives general direction and professional supervision from the Senior Practice Manager and in accordance with Anglicare's policies, procedures and program guidelines.

LEVEL OF RESPONSIBILITY:

Responsible for embedding best practice within the Connections Coach team.

Works under the general direction of the Senior Practice Manager and is expected to exercise considerable initiative, discretion and professional judgement. The incumbent has a high degree of responsibility for ensuring best practice is achieved and maintained within service guidelines.