

## POSITION DESCRIPTION

### Peer Settlement Support Worker

#### OVERVIEW

<b>Program:</b>	GreenLight Supportive Housing Program
<b>Reports to:</b>	Team Leader
<b>Supervise:</b>	Nil
<b>Date of Last Review:</b>	February 2019

#### PROGRAM INFORMATION

The GreenLight Supportive Housing Program is delivered through a partnership of Sacred Heart Mission, VincentCare Victoria and the Salvation Army. These three agencies have been committed to working with those experiencing homelessness and sleeping rough in Inner Melbourne for decades. Each agency has a demonstrated commitment to developing an integrated approach to improve outcomes for this cohort by supporting rough sleepers and assisting them with their housing, marginalisation, recovery and social isolation.

GreenLight Program will work with people making the transition from chronic homelessness and rough sleeping to placement in longer term housing to address their unique experience of homelessness and the individual health and wellbeing factors to maintain their housing. The program will provide tailored brief intervention, floating support, and case management and service coordination services through a multi-disciplinary team, including supportive housing workers, mental health clinicians, and peer support settlement workers to 684 people across the inner Melbourne area in 2019 - 2020 with a focus on assisting people to stay housed. GreenLight will operate as a program team across the inner Melbourne area, with sub-teams employed by Sacred Heart Mission, VincentCare Victoria and the Salvation Army. The key outcome is stable housing for people and no return to homelessness.

GreenLight will also be evaluated to demonstrate the efficacy of the model and share learnings via independent research and evaluation and internal participatory action research. GreenLight has been funded for two years through the Victorian State Government's *Victorian Rough Sleeper Action Plan*.

## PURPOSE OF THE POSITION

The functions and activities undertaken by the Peer Settlement Support Worker relate to resettlement and stabilisation after a period of homelessness. The Peer Settlement Support Workers will have had a lived experience of resettling in a home after experiencing homelessness. They will draw on that experience to support consumers to resettle and stabilise after homelessness. The position will work with clients to make their house their home.

This role also receives support and will contribute to the Council for Homeless Persons (CHP) Peer Support Resettlement Project (PSRP). The PSRP will design and pilot a replicable model of peer support for people who have secured permanent housing after a period of homelessness. The focus of the project is the post homelessness resettlement and stabilisation phase. The project will conclude for evaluation and final reporting in May 2020, however CHP will continue to provide support and supervision to the GreenLight Peer Settlement Support Worker role until the end of the GreenLight Program in early 2021.

The three Peer Settlement Support Worker roles will be based at and employed by one of the three GreenLight Supportive Housing Program partner agencies; either Sacred Heart Mission, VincentCare Victoria or the Salvation Army.

## KEY RESPONSIBILITIES

<b>Accountability</b>	<b>Major Activities</b>
<b>Service Delivery</b>	<ul style="list-style-type: none"><li>▪ Utilise persistent and assertive engagement techniques to establish and maintain a peer relationship with GreenLight clients</li><li>▪ Manage a key number of activities working in an outreach capacity and adopt an assertive engagement approach.</li><li>▪ Drawing on lived experience to inform work with clients to:<ul style="list-style-type: none"><li>- Provide connection to community</li><li>- Establish a home</li><li>- Build skills</li><li>- Provide emotional support</li><li>- Make the transition from homelessness to being housed</li></ul></li><li>▪ Participate in case conferences, planning and exit planning in conjunction with referring agencies.</li></ul>

	<ul style="list-style-type: none"> <li>▪ Work in partnership with other GreenLight Program staff including Mental Health Clinicians and Supportive Housing Workers.</li> <li>▪ Apply the objectives and tools of the Case Management Framework and the Trauma Informed Care Framework.</li> <li>▪ Monitor, progress, and achieve program targets and outcomes.</li> <li>▪ Utilise the adopted measurement and evaluation framework to capture outcomes of GreenLight program.</li> <li>▪ Ensure accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures.</li> <li>▪ Contribute to a work place environment, which supports peers, develops teamwork and ensures the provision of quality services for GreenLight clients.</li> </ul>
<p><b>Organisational Participation</b></p>	<ul style="list-style-type: none"> <li>▪ Attend and participate in team meetings, service planning days and all staff meetings.</li> <li>▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of GreenLight.</li> <li>▪ Contribute to the implementation of the agency's Strategic Plan.</li> <li>▪ Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment.</li> <li>▪ Contribute to collaborative practice across Client Services Division.</li> <li>▪ Ensure links are maintained with other Mission services and partnership agencies contributing to GreenLight</li> <li>▪ Support GreenLight research and evaluation activities, including Action Research activity.</li> </ul>
<p><b>Sector Participation</b></p>	<ul style="list-style-type: none"> <li>▪ Support CHP Peer Resettlement Project evaluation activities.</li> <li>▪ Develop and foster positive relationships with local services and agencies.</li> <li>▪ Attend relevant network meetings as agreed with Manager.</li> </ul>

<b>Professional Development</b>	<ul style="list-style-type: none"> <li>▪ Participate in regular supervision, yearly professional development and review meetings and regularly monitor individual training and development plan with line manager.</li> <li>▪ Participate in Group Reflective Practice, Supervision and support with Council for Homeless Persons (CHP) as a component of the CHP Peer Support Resettlement Project.</li> <li>▪ Attend regular practice reflection and contribute to a practice culture that is open, honest and reflective.</li> </ul>
<b>Relationship Management</b>	<p>Foster and maintain positive relationships with:</p> <ul style="list-style-type: none"> <li>▪ Agency staff</li> <li>▪ GreenLight Program Team, including teams based with SHM, VC, and SA</li> <li>▪ GreenLight Service Partners</li> <li>▪ GreenLight Steering Group and sub groups</li> <li>▪ GreenLight Evaluation Team</li> </ul>
<b>Health &amp; Safety</b>	<p>Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.</p>
<b>RISK</b>	<p>All staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).</p>
<b>CQI (Continuous Quality Improvement)</b>	<p>All staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.</p>
<b>TIC (Trauma Informed Care)</b>	<p>All staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.</p>

## **MANDATORY REQUIREMENTS**

- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- Valid driver's license to drive in Australia

## **KEY SELECTION CRITERIA**

### **Essential:**

- A lived experience of resettling in a home after experiencing homelessness
- A strong commitment to social justice, human rights and consumer centred practice
- Ability to facilitate active engagement with clients (consumers) in all aspects of recovery and service delivery
- Well-developed interpersonal skills
- Ability to work as part of a diverse team as well as independently
- Commitment to continuous improvement of services
- Understanding and application of the principles of confidentiality and privacy
- IT and administration skills

### **Desirable:**

- Wellways Peer Support Foundation training or equivalent
- Experience with consumer participation
- Peer worker experience