



20 Lives 20 Homes Backbone Coordinator

JOB DESCRIPTION

Position	20 Lives 20 Homes Backbone Coordinator
Team	Housing and Support Services
Reports to	Line Manager: Director Housing and Support
Legal Employer	St Patrick's Community Support Centre
Location	Fremantle
Positions reporting to this role	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Classification	Level 5
JD last reviewed	Created June 2021

OUR VISION

A community where people live securely and reach their potential.

OUR MISSION

To lead bold action in our community with the ultimate goal to end chronic homelessness.

OUR VALUES

- Leadership** *Enabling our people to taking bold action to address the complex social issues.*
- Dignity** *People feel respected and empowered.*
- Justice** *Everyone is treated equitably with honesty and fairness.*
- Hospitality** *People feel welcome, secure and valued.*

PROGRAM PROFILE

The 20 Lives 20 Homes Fremantle project (20/20 Project) supports the most vulnerable in our community – those with greatest vulnerability and acuity of need experiencing street-present homelessness. This place-based project specifically targets rough sleepers in the Fremantle and Cockburn regions. Establish strong links and referral pathways with Ruah who coordinate the By Name List, a collective list of rough sleepers and prioritised by acuity of need.

The 20/20 Project is based within St Pat's Day Centre, which provides an integrated range of services for people experiencing homelessness, including housing, health, welfare and emergency relief, social inclusion, specialist support services. These services are delivered in partnership with over 25 agencies. The 20/20 Project builds on this collective response and works with a range of service providers to support clients retain their housing. The 20/20 Project is the first place-based trial of the 50 Homes 50 Lives housing first model in the metropolitan area, based in Fremantle.

POSITION PROFILE

The 20/20 Project Backbone Coordinator has a key role working across service organisations in facilitating collaboration and involvement with the project to ensure maximum impact both for the people supported by the project as well as expanding reach to people in need. The role will ensure that consistent reliable data is collected and collated, and the program meets its intended outcomes.

A key focus of the role is supporting the sector locally around use of key housing first tools like the By Name List (which tracks the flows of people, on an individual basis, in and out of homelessness), and supporting a collaborative approach to work with individuals facing homelessness to support a rapid exit into suitable housing and appropriate wrap around support.

This is a critical role to ensure sector capacity and relationships in the area, in line with the roll out of the housing first approach; as well as ensuring effective work is carried out here and now to address the crisis levels of homelessness in our community. The position works closely with the 20/20 Project caseworkers and other housing first programs within and externally to St Pat's.

KEY ACCOUNTABILITIES

- Provision of a high level of project support.
- Contribute to meeting reporting and compliance requirements including key performance indicators, outputs and outcomes set by funding bodies within area of responsibility.
- Meeting KPI's of the 20/20 Project.
- Contribute to service development and planning and project evaluation.

RESPONSIBILITIES AND DUTIES

Project Support

In liaison with internal and external stakeholders the role will.

- Be responsible for data collection, consistency, data analysis of data systems for the project including liaison with any external partners and agencies involved.
- Work closely with the Zero Project backbone team at Ruah.
- Build capacity for the By Name List (BNL) internally and manage data integrity.
- Coordinate the evaluation of the program, including liaising with researchers and external consultants as required.
- Work with the team to ensure continuous improvement around specific approaches relevant to the program, including policies and procedures, assessment procedures and risk.
- Delivery of training and presentations related to the project, when required.
- Keep abreast of current research and similar initiatives.
- Assist with collecting information and contributing to reports.

Stakeholder Engagement

- Facilitate and support the Housing and Homelessness (H&H) Strategic Working Group (under the auspice of Imagined Futures) meetings in liaison with the Imagined Futures Executive Officer. Including:
 - Coordinate activities arising from the H&H Strategic Working Group
 - Minute taking and secretariat support.
- Attend and participate in BNL/ Housing First working groups,
- Provide mentoring support to participating services and partners to facilitate their collaboration and involvement with the 20/20 Project including taking the lead in trouble-shooting individual client issues as required.

- Attend and participate in network meetings including team / program meetings, with project partners including Ruah and others, as directed or required.
- Liaise and build relationships with specialist services that can provide additional support for 20/20 Project clients and those with identified complex and diverse needs i.e. ageing clients, clients living with disabilities, drug and alcohol issue, mental health, Aboriginal and Torres Strait Islander people or from cultural and linguistically diverse (CALD).
- Develop and maintain a comprehensive knowledge of services relevant to the program.

Administration

- Provide secretariat support for the Homelessness and Housing Strategic Working Group
- Undertake administrative tasks as appropriate including contributing to reports and minutes.
- Ensure appropriate records are kept in line with privacy act and organisation policies.
- Contribute to program reports as directed.

Organisation requirements

- Work in a team-based environment, contributing to and supporting teams at St Patrick's as appropriate.
- Ensure that the rights, interests and needs of the people we support are addressed effectively, while understanding and respecting the linguistic and cultural diversity of the people we support and our work teams.
- Ensure that all St Patrick's Policies and Procedures are implemented and complied with including occupational health and safety regulations.
- Undertake appropriate training and maintain qualifications, licences, certificates, checks and clearances.
- Contribute to the continuous improvement of activities, including safety and quality.
- Undertake other duties as reasonably requested.

SELECTION CRITERIA

Essential

1. Demonstrated project management skills.
2. Experience working in not for profit, and housing service sector.
3. Demonstrated understanding of the Housing First Principles
4. Highly developed written and verbal communication skills.
5. Highly developed interpersonal skills, including the ability to engage and negotiate effectively with multiple stakeholders.
6. Relevant computer skills in key Office software and applications.
7. Current Working With Children Check and National Police Clearance, (or willingness to obtain).
8. Possession of a current motor vehicle driver's license.

Desirable

1. Knowledge and understanding of the Housing First model and principles.
2. Tertiary qualification in social work, psychology, or a related health science discipline.
3. Demonstrated experience in research and reporting, including project measurement and evaluation.

QUALIFICATIONS AND EXPERIENCE

Essential

1. Diploma or Degree Level qualification / or equivalent experience in the field (Social Work, Community Development, evaluation and research or the like).
2. Demonstrated relevant experience in stakeholder engagement particularly services and alliances working to end chronic homelessness.
3. Demonstrated understanding of Housing First principles.
4. Demonstrate understanding factors contributing to homeless as well as identified service gaps.
5. Previous knowledge of data collection programs (or similar).
6. Relevant computer skills in MS Office software and applications.
7. Working with Children Check as required per agency policy and procedure.
8. National Police Clearance.
9. Possession of motor vehicle driver's license.

Desirable

1. Evidence of training and experience in undertaking a trauma informed and client-centred approach to working with clients.
2. Demonstrate understanding and working knowledge of By Name List.
3. Evidence of training and continuous professional development in working with individuals from a diverse or Aboriginal and Torres Strait Islander background in a culturally safe manner.

Apply for this role

To apply for this position, please complete the online application and upload your CV following the below link:

[Start application](#)

Enquiries can be directed to Victor Crevatin at vcrevatin@stpat.com.au or via phone (08) 6372 4800