

## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	<b>Senior Practitioner - Divert</b>
<b>CLASSIFICATION LEVEL</b>	<b>Lutheran Care Level 5</b>
<b>PROGRAM</b>	<b>Toward Home Homelessness Service</b>
<b>LOCATION</b>	<b>Toward Home Alliance sites – City &amp; South</b>

### OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

In 2020, The South Australian Housing Authority (SAHA) announced significant reforms within the homelessness sector. In response to these reforms, the Toward Home Alliance was formed comprising of ***Aboriginal Family Support Services, Baptist Care SA, Hutt Street, Lutheran Care, Mission Australia, Sonder and The Salvation Army.***

Guided by a united vision of ***Ending Homelessness*** through services which are bold and transformative, the Toward Home Alliance (THA) is committed to ensuring:

- The 'Lived Experience' which guides and informs all that we do,
- Collaborative Person led service,
- Working towards ensuring the experience of homelessness as short and non-reoccurring,
- Culturally appropriate,
- Accessible and responsive,
- Integration of service delivery and supports,
- Professional and quality service provision,
- Continual evaluation and review, ensuring Continuous Quality Improvement and
- A committed workforce who share the vision of the Toward Home Alliance.

Toward Home Alliance in collaboration with the South Australian Housing Authority (SAHA) has identified a need for transformational change in the way services support people affected by homelessness and have adopted an Alliance model to deliver a 'whole system' approach to achieving the objective of ending homelessness and recognises that every position within the Toward Home Alliance has a vital role to play in eliminating homelessness.

### **ROLE SUMMARY**

The Senior Practitioner is responsible for the provision of support, advice and expertise to Divert Case Managers. Working in partnership with the Operations Manager - Divert, the Senior Practitioner supports the day to day functions of the Divert team, supporting the achievement of client's goals and housing outcomes through the application of strength based, culturally responsive, trauma informed, client focused case management and crisis intervention. Supporting the Divert team who work across various locations, including the provision of mobile services, you will ensure clients receive support in a timely manner, monitoring client assessments and case plans to ensure best practice is adhered to. The Senior Practitioner will hold a small case load of complex clients in partnership with case managers as required. You will also hold group reflective practice sessions and provide debriefing support to the team as required

### **REPORTING RELATIONSHIPS AND ACCOUNTABILITY**

The Senior Practitioner - Divert reports to the Operations Manager - Divert and works closely with all THA service streams.

### **SPECIAL CONDITIONS**

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- A current and unrestricted South Australian Driver's License and the ability and willingness to regularly drive in the course of your employment
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel)
- Evidence of COVID-19 vaccination (1<sup>st</sup> & 2<sup>nd</sup> dose)
- Have the flexibility to work from various Alliance worksites and occasional evenings and weekends if required
- Occasional intra-state and interstate travel
- Hold a current Safe Environments for Children & Young People certificate.

## CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
<b>Lutheran Care Culture</b>	<ul style="list-style-type: none"> <li>• Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care as outlined in the Code of Conduct and stated values.</li> <li>• Adhere to and support LC's policies and procedures.</li> <li>• Comply with Professional Codes of Conduct</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Contribute to maintaining a supportive team culture and environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li> <li>• Work collaboratively with all Toward Home Alliance partners and services to ensure best outcomes for clients.</li> <li>• Support THA and LC's senior management team's decisions and ensure that actions are followed through</li> <li>• Alert the site manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li> <li>• Attend and actively participate in and/or lead regular team meetings and forums as required.</li> <li>• Report to the direct line manager/supervisor as required.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li> <li>• Promote and adhere to LC's Work Health and Safety Guidelines.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>• Monitor financial reports, expenditure and budget to meet budgetary requirements as required</li> <li>• Maintain records of activities as required for accountability purposes.</li> <li>• Manage resources and risks efficiently and effectively.</li> <li>• Work within established or negotiated financial and time constraints</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Lead and contribute to the delivery of high-quality services.</li> <li>• Lead and encourage continuous improvement across Divert</li> <li>• Understand and support continuous quality improvement in Lutheran Care.</li> </ul>

## CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
<b>Client Centered Support</b>	<ul style="list-style-type: none"> <li>• Support the responsive engagement with clients accessing the LC Toward Home homelessness services</li> <li>• Supporting developed case plans through VI SPDAT and client interaction.</li> <li>• Assist the team to develop consistent and client centered responses to families and individuals to address presenting issues impacting on secure housing, such as mental illness, substances use, physical health and life skills.</li> <li>• Ensure accurate, confidential and meaningful records on clients are collected and stored on the relevant database/s in a timely manner</li> <li>• Work with a client centered culturally responsive and trauma informed Case Management approach which will focus on the client's needs and goals and will assist with the development of flexible strategies that promote positive outcomes.</li> <li>• Identify appropriate referral pathways, with either Alliance partners or 'tier' partners or other stakeholders</li> <li>• Support Divert to work collaboratively with other direct support staff, family and external service providers, advocating for access and rights as needed.</li> <li>• Manage a small caseload providing client led case management, ensuring appropriate interventions are allocated for each client which includes support, referral, advice and advocacy.</li> <li>• Lead and participate in Toward Home Alliance internal and follow up meetings.</li> <li>• Attend team meetings, peer supervision and individual supervision sessions.</li> <li>• Provide support across Lutheran Care Toward Home services as required to best meet the needs of clients</li> </ul>
<b>Flexible Work environments</b>	<ul style="list-style-type: none"> <li>• Work within Lutheran Care or Alliance Partnership sites located across the southern and CBD regions,</li> <li>• Use of digital technology to build electronic and accessible client profiles to ensure the client tells their story once and service responses are built around their identified needs which are linked to the clients VI SPDAT profile and entered into the data system</li> <li>• Support Divert team members to Meet the clients 'where they are at' to reduce the impact of compounded disadvantage for those who are experiencing trauma.</li> <li>• Support collaborative approaches with a range of positions in the Alliance and externally to deliver the highest quality housing services.</li> </ul>
<b>Leadership &amp; Management</b>	<ul style="list-style-type: none"> <li>• Support teams with your comprehensive understanding of the sector and the challenges that are faced by people who are experiencing homelessness.</li> <li>• Oversee the delivery of high quality, best practice supports to clients and ensuring service delivery meets standards and guidelines.</li> <li>• Role model your passion for industry leading, innovative approaches to complex problems.</li> </ul>

	<ul style="list-style-type: none"> <li>• Build and maintain strong relationships and partnerships with key stakeholders and other service providers across the Alliance partnership and the sector in SA to ensure delegated programs achieve program outcomes and Key Performance Indicator's.</li> <li>• Develop and enhance the skills and knowledge of team members, including the identification of appropriate training needs.</li> <li>• Ensure reports are produced and submitted on time to meet organisational and contractual reporting requirements.</li> <li>• Demonstrate and model a commitment to all organisational planning and quality management processes</li> <li>• Lead and facilitate meetings, debriefing, supervision, training and forums as required.</li> <li>• Provide reports to the Manager as requested and brief the Manager on all developing issues as necessary</li> <li>• Liaise with People &amp; Culture Team to ensure all delegated HR functions are carried out efficiently and respectfully</li> <li>• Work collaboratively with all Toward Home leadership under the direction of the Divert Toward Home Operations Manager.</li> <li>• Other duties as reasonably requested within your level of skills and qualifications</li> </ul>
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## **SELECTION CRITERIA**

### **REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES**

- Relevant degree, or formal qualifications with specialist skills and expertise to perform at this level. A tertiary qualification in a Human Services related discipline will be highly regarded
- Demonstrated experience leading and mentoring a team
- Strong skills in time management, setting priorities, planning and organising own work to achieve specified objectives.
- Knowledge and experience of homelessness services, including the impact of past government policies on First Nations people.
- Knowledge and understanding of the issues facing those experiencing homelessness.
- Understanding of the emotional impact of emergency / crisis accommodation support for children and young people.
- Knowledge of relevant legal and statutory requirements relevant to services
- High level of interpersonal skills in dealing with the public and other organisations.
- Experience supporting staff to deliver support that engage clients dealing with effects of trauma and abuse and experiencing complex needs.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Ability to work independently and demonstrate initiative.
- Strong team work focus.

- Highly developed competence in the Microsoft suite of programs, use of databases, video conferencing (e.g. zoom) and other relevant communication channels.
- Understanding and proficient use of the H2H data base.

**ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL:**

- A sound knowledge of the effects of trauma and abuse in relation to homelessness.
- Strong ability to actively and assertively engage clients with complex needs
- Knowledge and understanding of relevant legal and statutory requirements relevant to services
- Understanding and use of VISPDAT (training will be provided)
- Experience working with people from culturally and Linguistically Diverse (CALD) and Indigenous backgrounds.

**ACKNOWLEDGEMENT:**

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

Employee: \_\_\_\_\_

Witness: \_\_\_\_\_

Date: \_\_\_\_\_