



LGBTIQ CAPACITY BUILDING PROJECT WORKER- POSITION DESCRIPTION

POSITION TITLE: LGBTIQ Capacity Building Project Worker

PROGRAM AREA: Homeless Support Services

REPORTING TO: Team Leader – Client Services

LOCATED: 1030 Whitehorse Road, Box Hill Vic 3128

TERM: 12 month fixed term .5 EFT

DATE: February 2019

ORGANISATIONAL CONTEXT:

Originally formed in 1981 from the efforts of the local Box Hill community to respond to the increasing numbers of homeless young people in the area, FAN first began with a community placement service, shared private rental model and a volunteer support mentoring program. While thirty eight years of operation has passed since the organisations inception, the core principles which first underpinned FAN's approach remain both relevant and active today.

FAN is underpinned by a strong client focused, rights-based approach that seeks to maximise positive outcomes for young people through timely intervention and strategic responses. FAN provides a range of services for young people, young families and accompanying children who are experiencing or at risk of homelessness including:

- Homeless Support Services, incorporating
 - Transitional Support Program;
 - Private Rental Brokerage Program;
 - LGBTIQ (Alsorts) young people Program
 - Housing Establishment Fund
 - Homeless Youth Dual Diagnosis Initiative
- Life Skills and Volunteer Programs
- Children's Program – Early Years;
- Equity Support Program

The successful applicant will be required to commit to FAN's Service Philosophy, Core Principles, Values and Service Objectives and align their work to the organisation's practices, protocols and strategic objectives.

Mission Statement

Family Access Network will provide support to young people who are experiencing homelessness and those at risk of homelessness in the form of:

- Access to accommodation and support options including therapeutic interventions for both young people and accompanying children.
- Development of resources for young people, children and staff.
- Provision of social skill development opportunities for at risk young people and accompanying children.
- Engaging in high quality research while conducting in-house research on best practice and innovation

Vision

FAN's vision is a 'community which acknowledges and values the dignity and worth of all citizens and enables individuals to deal positively with adverse situations in their lives'. We do this through the following Core Principles:

Supporting young people's right to self-determination

In recognition of the needs of homeless and at risk young people, young families and accompanying children, same sex attracted transgender intersex young people FAN provides services that offer individual support according to their identified needs;

Assisting young people toward independence and empowerment over their own lives

To reduce homelessness, FAN supports and assists young people, young families and accompanying children, same sex attracted transgender intersex young people, who are experiencing homelessness to achieve independence and empowerment;

Advocating for, on behalf of and with young people on the public and political stage

FAN undertakes advocacy and develops public awareness of the issues relating to homelessness in general, underpinned by our commitment to housing as a basic human right.

Core Values

FAN board, staff and volunteers embrace, support and contribute to the following core values;

- Client empowerment, social inclusion and participation embedded in programs and services
- Upholding and promoting a rights based approach
- Person centred practice
- Respectful and embracing diversity
- Trust, honesty and integrity
- Improvement, innovation and best practice.

POSITION CONTEXT:

FAN's **Homeless Support Services** operates under the principles of the DHHS Standards, funded by the Department of Health and Human Services (DHHS), to provide support to young people between the ages of 15-25 years who are experiencing or at risk of homelessness. The client group consists of single young people, **young LGBTIQ people**, young pregnant and parenting women, young families and accompanying children.

FAN is seen as the go to organisation and increasingly also seen as the expert in the area of LGBTIQ inclusive practice, particularly in relation to young people. FAN undertook an organisation wide audit and tailored all of its processes and documentation to be LGBTIQ inclusive across all programs, including the development of a parallel data system. Organisational practice and systems are regularly reviewed and monitored via our staff directed LGBTIQ portfolio and CQI Committee.

The role requires the project worker to offer FAN's expertise to other organisations by assisting to build their capacity to work with and support LGBTIQ people. The project worker will offer primary and/or secondary consultations as well as reviewing FAN's Best Practice report and updating it to contemporary language. The project worker will be required to organise and facilitate interviews/focus groups with LGBTIQ young people in order to capture the appropriate contemporary language needed for the report update. The project worker will also be required to organise and facilitate an LGBTIQ Capacity Building sector forum with stakeholders.

DUTIES AND ESSENTIAL JOB FUNCTIONS OF THE LGBTIQ CAPACITY BUILDING PROJECT WORKER

1. Develop a thorough work plan for 12 months with the Team Leader
2. Review FAN's current best practice report and update
3. Review existing FAN tools and processes in terms of how these can be packaged for broader sector use
4. Provide onsite/primary/secondary consults to up to 10 organisations to support embedded practice. This would be prioritised for those organisations who have already committed resources/time/have organisational and leadership endorsement to adopting LGBTIQ inclusive practice, including but not reliant on undertaking Rainbow Tick Accreditation.
5. Collaborate with stakeholders on a LGBTIQ Capacity Building sector forum
6. Development of partnerships, collaboration and referral protocols to enable full participation in services that are required by homeless LGBTIQ young people
7. Provide quarterly reports including data analysis
8. Undertake an evaluation of the project and provide recommendations.

Selection Criteria

Applicants **must** address the following selection criteria to support their application:

1. An understanding of the LGBTIQ communities and the issues associated with youth homelessness
2. An understanding of the Homelessness Service System especially services for young people
3. Demonstrated experience in research and project management skills
4. Well-developed IT skills
5. High level writing and communication skills and an ability to prepare reports and documentation in a timely manner.

OTHER FUNCTIONS & RESPONSIBILITIES:

Requirements of the Position

It is expected that the successful applicant will:

- Operate from a client focused rights-based approach
- Have the willingness and capacity to effectively and professionally represent FAN in the sector

- Be proficient in a variety of communication mediums and technologies
- Hold a current, valid, and full driver's licence
- Have well developed interpersonal, written and communication skills
- Demonstrate an empowering work style
- Work within an ethical framework and adherence to FAN's Code of Conduct
- Successfully complete Working with Children and National Police Records checks.

Other Requirements

All intellectual property created by you during or arising out of your employment as FAN rests in FAN. Intellectual property refers to any confidential information on FAN and its processes, systems, reports, activities, events, logos or designs.

FAN's service delivery model is governed by the DHHS Standards; Children and Families Act 2005, OHS Act (2004) and the Occupation Health and Safety Regulations (2017) (Vic), Health Records Act, Victorian Charter of Human Rights (2007), Partnership, Funding and Service Agreements; as well as all relevant legislation relating to children, young people and the provision of services currently in place or established during the course of your employment.

FAN is bound by the principles of the information Privacy Act 2000 (Victoria) and Privacy Data and Collection Act 2014 (Victoria). Other than as required by law or as expressly permitted by FAN you must not use divulge any information gained from your employment with FAN, except in the proper course of performing the duties of your position.

Vehicles are available for client appointment; meetings or other work related activities; use of the vehicle(s) to be negotiated with the team and reflected in the Outlook appointment system. You are required to be familiar with the FAN vehicle policy prior to using a vehicle, noting that the last worker to use a vehicle for the day is responsible for the return to secure parking.

FAN is committed to the promotion of the occupational health, safety and wellbeing of all its employees to support service quality and worker job satisfaction, and requires a commitment to mutual respect, professional and ethical conduct and the absence of bullying. Employment at FAN is subject to successful Working with Children's and Criminal Records Checks prior to commencement. The successful applicant must have a current Victorian Driver's licence.

QUALIFICATIONS/EXPERIENCE:

It is expected the successful applicant will:

- Possess a Bachelor in social work/youth work/community services or other relevant tertiary qualification
- Demonstrable knowledge and interest in homelessness

- Demonstrate specific skills/knowledge in supporting at risk young LGBTIQ people.
- Demonstrated experience in research and project management skills

REPORTING RELATIONSHIPS:

Team Leader - Client Services.

SALARY AND CONDITIONS OF SERVICE:

Salary will be paid as per the Social Community Housing & Disability Services (SCHADS) Award,
Year 6 pay point negotiated on level of experience