



Position Description: Specialist Homelessness Sector Transition Planning Coordinator

Position Title:	SHS Transition Planning Coordinator
Program Area:	Consumer and Capacity Building Programs
Reporting to:	Manager Consumer and Capacity Building Programs
EFT:	1 EFT 38 hours/5 days per week. 12 month fixed term contract
Classification:	Social, Community, Home Care & Disability Services Award

About CHP

Established in 1972, the Council to Homeless Persons (CHP) is the peak Victorian body representing organisations and individuals with an interest in and commitment to ending homelessness.

CHP currently:

- seeks to influence federal and state government policy in ending homelessness
- provides the Homelessness Advocacy Service (HAS) -the pioneering complaints service of Victoria's homelessness services sector
- leads consumer participation within Victoria's homelessness service sector through the Peer Education and Support Program (PESP)
- produces Parity, Australia's leading national publication on homelessness
- enhances the capacity of Victoria's homelessness and broader service sectors through the provision of training and forums and dissemination of current policy, practice and research information.

CHP's Guiding Principles

CHP is driven by underlying principles that give focus to its belief that homelessness is unacceptable, avoidable and within our reach to resolve. To that end, we will:

- Provide leadership in preventing and ending homelessness by developing,

- supporting and promoting evidence-based research, policy and practice
- Maximise effective consumer engagement in the development of homelessness policy and practice development
- Build the capacity of the specialist homelessness and broader service sectors to achieve the best outcomes for people who experience homelessness
- Influence as strategically and effectively as possible to achieve our mission
- Galvanise cross-sector collaboration to strengthen a shared commitment to ending homelessness.

CHP is a public company limited by guarantee, and governed by a Board of Directors that work in conjunction with the Chief Executive Officer (CEO).

There are approximately ten staff at the CHP office currently based in Collingwood. CHP includes a Policy and Communications Program which undertakes policy advocacy, produces the national homelessness publication 'Parity' and builds sector capacity.

CHP also has a Consumer and Capacity Building Program, which includes the Homeless Advocacy Service, the Peer Education and Support Program and Industry and Workforce development projects.

Position Context:

In September 2015, the Victorian Government announced new homelessness and social housing reforms. These reforms focus on integrating housing and homelessness services to provide more coordinated and holistic response to vulnerable individuals, children and families, so that people do not experience multiple service entries. A number of other large-scale reforms are taking place concurrently across the community services sector. These reforms include: Ending Family Violence: Victoria's Plan for Change, Roadmap for Reform: Strong families, safe children, 10-Year Mental Health Plan, Health 2040 and the Aboriginal Families and Children Strategy.

Alongside these reforms, demand for services is increasing and the Federal government is renegotiating housing and homelessness funding agreements. These developments present both significant opportunities and challenges to the organisations delivering homelessness services. These challenges include, but are not limited to: organisational and industry readiness, effective change management strategies, governance and leadership demands, risk mitigation, information technology requirements, new funding models and regulatory change.

CHP is committed to working in partnership with the Department of Health and Human Services (DHHS) to support the Specialist Homelessness Sector (SHS) to meet these complex challenges through effective industry transition planning. CHP is working in partnership with DHHS and the SHS to develop a robust industry transition plan and directly supporting the SHS to manage the transition effectively and take advantage of new opportunities it will present.

CHP's role in the industry transition planning process is:

- leading the sector in engaging in the process
- the convener of governance structures and processes relating to the industry transition plan
- a conduit for information and feedback between government and the sector
- a thought leader utilising data, research and stakeholder consultation to support policy design and implementation
- a key contributor to the development of the transition plan and related activities
- providing independent advice to both the sector and government.

Responsibilities and accountabilities

Position Objectives

The SHS Transition Planning Coordinator will support the development of a SHS Transition Plan and the delivery of related activities

General responsibilities

- Uphold CHP philosophies and goals
- Engage in professional and ethical conduct at all times
- Work within the organisation's policy and practice guidelines set out in the CHP policy manual
- Work in partnership with the CHP team and the CEO to leverage activities undertaken in the position to further CHP's policy and advocacy agenda
- Develop performance reports as required

SHS Transition Planning Coordinator specific responsibilities

The SHS Transition Planning Coordinator's key areas of responsibilities will be:

- Supporting the development of the SHS Transition Plan
- Supporting the establishment and functioning of Transition Planning governance structure
- Implementation of SHS transition plan activities
- Evaluation, monitoring and reporting

Support the development of the SHS transition plan

- Support the development and implementation of the stakeholder consultation strategy
- manage stakeholder relationships
- event management
- develop and implement communication strategy related to the transition plan
- coordinate and manage learning needs assessments for homelessness sector
- prepare a SHS Transition Plan that once approved will be submitted to DHHS
- work collaboratively with and support the work of relevant consultants

Support the Transition Planning governance structure

- secretariat support for the three groups in the governance structure:
 - Executive/Taskforce
 - Building organisational capacity and readiness working group
 - Building workforce capacity and readiness working group
- facilitating the involvement and participation of key stakeholders
- facilitating collaborative working relationships between project partners

Implementation of SHS transition plan activities

- help develop and organise SHS transition plan activities (eg training, forums, workforce capacity building etc)
- support to the SHS during the plan's implementation phase
- develop opportunities and processes which promote stakeholder involvement, participation and input into on-going project development
- develop and manage a communication strategy that supports sector engagement and ensures the SHS is kept informed about progress
- supporting future forecasting through analysis and synthesis of relevant research and data

Evaluation, monitoring and reporting

- preparing project reports and undertaking ongoing project evaluation
- preparing quarterly reports against the activities detailed in the Transition Plan
- reporting on project activities and progress as required

Organisational Relationships & Accountability

The SHS Transition Planning Coordinator reports to the Manager Consumer and Capacity Building Programs and works closely across CHP's programs.

Key internal contacts include all CHP staff.

Key Selection Criteria:

Mandatory:

- Diploma level qualification in Community Services or a related field.
- Demonstrated project management skills and experience
- Demonstrated ability to develop and deliver training and capacity building activities
- Report writing and social research skills and experience
- Experience working within the Specialist Homelessness System or a related human services sector.
- Experience leading collaborative effort within and across community based and

government organisations

- Highly developed interpersonal, verbal and written communication skills.
- Demonstrated ability to work independently and flexibly, as well as cooperatively as part of a team.
- Ability to influence effectively and work constructively with government

Desirable:

- Experience in the design, implementation and evaluation of industry planning projects
- Understanding of impact evaluation and outcome frameworks
- Good knowledge of the housing and homelessness service system or relevant human services systems
- Existing relationships and professional networks in the Specialist Homelessness Sector or relevant human services
- Understanding of consumer participation frameworks and experience engaging with consumers as project stakeholders
- Demonstrated event management skills (eg venue hire, managing ticket booking, organising catering, event evaluation)
- Demonstrated capacity to analyse data and research and produce user friendly reports articulating this analysis
- Knowledge of Salesforce customer relationship management software or similar product or demonstrated capacity and willingness to develop the required skills

Conditions of employment:

Other duties as required

The duties within this position description may be varied from time to time by the Board to meet organisational requirements. Any variation shall be done so in consultation with the position incumbent.

General conditions of employment

- The successful candidate must achieve a satisfactory Police Check and Working with Children Check prior to an offer of employment being accepted.
- The hours of work for 1 EFT positions are 38 hours per week
- The relevant Award is the Social, Community, Home Care & Disability Services Award
- Salary Packaging outside of superannuation is available.
- Pre-employment checks may include a requirement for proof of identity,

evidence and currency of qualifications, driver's licence and other relevant personal documentation.

- Referee checks on at least two independent referees are mandatory and will be conducted prior to an offer of employment being made.
- The position is a 12 month fixed term contract subject to the satisfactory completion of a mandatory 3 month probationary period.