

Position Description

Position Title:	Regional Care Coordination Facilitator
Position Type and Hours:	SCHADS Level 6 1.0 FTE Ongoing subject to funding
Position Reports to:	Regional LeadCoordinator
Direct Reports:	Nil

ABOUT Q SHELTER

Q Shelter is Queensland's peak housing organisation with a vision that every Queenslander has a home. We lead on solutions to unmet housing needs and homelessness.

Incorporated in 1993, Q Shelter is a member-based incorporated association overseen by a Management Committee. We are engaged at all levels of Government, with the private sector, community services sector, and broader community, to achieve real solutions. We have numerous standing engagement activities to involve stakeholders in defining housing and homelessness policy solutions. Our framework for policy development includes a synthesis of evidence, experience and sector engagement. The organisation is currently structured to deliver on the following three streams of business activity to achieve its stated objectives:

- building Sector capacity, to provide evidence-based solutions to housing and homelessness needs
- influencing public policy and programs to achieve housing and homelessness solutions, and
- investing in its own resources and systems, as a base to improve its services to the Sector.

STRATEGIC OVERVIEW

The Coordinated Housing and Homelessness Response (CHHR) is improving and strengthening the collaboration and integration of housing, homelessness and broader service system responses to reduce homelessness in Queensland. The CHHR includes a state-wide backbone of support for housing and homelessness networks along with Place-Based Response Teams and the Service Integration Initiative, delivered in key locations across Queensland. The Service Integration Initiative is building the capacity of new and existing care coordination groups through funding local Care Coordination Facilitators in all locations and Queensland Shelter's provision of the state-wide backbone of support. The backbone role provides training, data analysis and reporting, resources, tools and practice support to the facilitators. Care Coordination Groups are working to improve the integration of multi-agency response for people with complex needs to assist them to obtain and sustain housing and support and improve their life outcomes. The additional resources to these regions provided by the Department of Communities, Housing and Digital Economy is strengthening the network support and care coordination practices.

ABOUT THE ROLE

This role will provide local assistance to strengthen existing and emerging Care Coordination Groups to provide person-centered and place-based care planning for people with complex needs and improve integration of service system response for this cohort. The role does not involve direct client case management and provides support to

sector partners to facilitate care plans and improved service system responses. The ideal candidate will be a senior officer with a proven track record in engagement and community development as well as an excellent understanding of the drivers and solutions to homelessness. The preferred candidate will also understand how to support people and organisations to strengthen practice and build collective capacity and capability in supporting clients with complex needs.

ROLES AND RESPONSIBILITIES

- Collaboration, engagement and facilitation
- Establish and maintain productive partnerships with and across Government and non-government services to support improved client outcomes and service system improvements for people experiencing homelessness or at risk of homelessness with complex needs.
- Actively support care coordination groups to develop and maintain systems and processes to enable integrated service responses for clients with complex needs, including local governance arrangements and where agreed with the care coordination groups taking on the role of secretariat for these groups.
- Ensure client and service system data is maintained in the required client management system to enable the timely reporting of client and service system data.
- Provide analysis of client and service system data to understand trends, service systems gaps and work with sector partners to improve local service system design to improve whole of service responses for people with complex needs.
- Produce high quality written and verbal reports that support accountability and continuous improvements. Prepare comprehensive reports and case studies which provide in depth and broad analysis and to demonstrate outcomes to government funders.
- Actively engage in other local networks and groups to support broader service integration work, including providing regular updates to these networks and groups on the work of the care coordination group, client outcomes, and opportunities for service system improvements.
- Adopting collective impact principles, Regional Care Coordination Facilitators will collaborate and constructively engage with the backbone support in relation to research activities and participate in governance and other meetings organised by the backbone support in relation to care coordination.
- Identify learning and development needs and engage with Queensland Shelter to bring learning experiences to the region, including promoting local capability building opportunities offered by the backbone support.
- Actively work towards the sustainability of networks and structures including with the Housing Service Centre/s and regional staff, that support regional capacity.

KEY JOB REQUIREMENTS

- Proven track record and results in successful engagement and community development including engagement skills across diverse agencies with diverse service delivery models and specialised roles that are complementary but different.
- Senior practice experience in housing and homelessness sectors and a detailed understanding of the needs of people experiencing of at risk of homelessness and experience driving local service system improvements to improve client outcomes.
- Skilled communication including clear and effective verbal reporting and a very high standard of written reporting.
- Experience working with diverse groups in a facilitation role.
- Experience in contributing to workforce development and capability
- Ability to use software applications including client management systems to a high standard.

KEY CRITERIA

- A criminal history check is mandatory. People with lived experience of the justice system are not automatically disqualified from employment as each National Police check is assessed on a case-by-case basis for each role.
- Driver's licence.

HOW TO APPLY

Please supply a current CV with two relevant and recent referees. Please submit a two-page response to how you meet the selection criteria.

Please submit your response to recruitment@qshelter.asn.au.

If you would like more information about the role please contact 3831 5900 or at recruitment@qshelter.asn.au

Approved By:	Chief Operating Officer	Date:	
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