



**SHELTER**  
because housing matters

# Recruitment information package for the Queensland Service Integration Initiative

An invitation to apply for innovative regional and state-wide roles to support service integration in response to housing need and homelessness.

22 January 2020

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# Queensland Service Integration Initiative:

**Building state-wide capacity for integrated, front-line responses to people who are homeless or at risk of homelessness**

## Background

The Queensland Housing Strategy 2017-2027 is driving key reforms and targeted investment to create better housing pathways, housing growth and improved service delivery.

Through Partnering for Impact and Partnering for Growth, the Department is collaborating with other government and community agencies to improve service delivery and outcomes for people who are homeless and at risk of homelessness.

Q Shelter is contracted to assist with regional engagement and capacity building activities as part of these initiatives. Regional workshops have highlighted the important role that front-line care coordination groups play in addressing the needs of homeless people and people at risk of homelessness. These groups form an important part of service system capacity to integrate housing and support in a way that achieves a sustainable exit from homelessness. These groups have also proven to be a vehicle through which workforce development is strengthened. They are a forum for the development of knowledge, skills and evidence-based practice.

## About the initiative

In this context, the Department of Housing and Public Works is providing resources to nine regions to strengthen network support and care coordination practices. These resources will be supported through a backbone role located with Q Shelter. This backbone role will provide training, data analysis and reporting, resources, tools and practice support.

The regions in scope for new regional positions include:

- Brisbane
- Cairns
- Townsville
- Mackay
- Sunshine Coast
- Moreton
- Redlands
- Gold Coast
- Logan.



## Q Shelter's role

Q Shelter is being contracted to provide a backbone role to this initiative focussed on data, evaluation, tools, resources and sector capacity building including training. The facilitator in this role will work with regional coordinators to provide support, data collection and reporting and team capacity building opportunities.

Q Shelter will also be the auspice for regional coordinators in Mackay, Cairns, Logan and Brisbane. Other locations will be locally auspiced by a regionally based service.

More broadly, the training, tools and resources to be offered will be made readily available to all regions in Queensland as part of a broader commitment to network support and sector capacity.

## The opportunity

This is an exciting initiative that will help drive improved systems and practices responding to the needs of vulnerable Queenslanders who are homeless or at risk of homelessness.

These roles will work with regional networks and also with Government and peak bodies to analyse impact and influence future service delivery approaches that are evidence-based and proven to positively assist people who have complex needs. It is an opportunity to offer high energy, high quality inputs to leading edge approaches to system coordination and integration. The right people will strive to address and remove system barriers while being committed to building relationships and supportively enabling multi-agencies and sectors to work more effectively together.

## The available positions

A total of six new positions are being recruited by Q Shelter as follows:

Role	Location/base	Key roles
State-wide backbone support facilitator.	Q Shelter - Brisbane	<ul style="list-style-type: none"> <li>• Provide leadership and support the state-wide network of regional coordinators</li> <li>• Ensure data collection and reporting on activities and integration outcomes</li> <li>• Provide tools and resources to use or for adaptation</li> <li>• Facilitate central and regional opportunities to support workforce development for integrated service delivery</li> <li>• To act as team leader for the Mackay, Cairns, Brisbane and Logan positions auspiced by Q Shelter.</li> </ul>
Cairns regional coordinator	Cairns	<ul style="list-style-type: none"> <li>• Provide leadership, secretariat and facilitation support a regional case coordination group</li> <li>• Facilitate and support multi-agency participation in service integration</li> <li>• Ensure data capture from the region supporting measurement of collective impact</li> <li>• Participation and targeted support to housing and homelessness networks</li> <li>• Support strengthening of regional governance and leadership capacity/capabilities.</li> </ul>
Mackay regional coordinator	Mackay	
Logan regional coordinator	Logan	
Brisbane regional coordinators (2 positions working across three groups).	Q Shelter/Brisbane	

## Position description: State-wide backbone support

<b>Position</b>	Backbone service integration facilitator
<b>Level</b>	SCHADS 7
<b>Term</b>	12 months
<b>Organisation</b>	Q Shelter
<b>Role focus</b>	Enabling effective system integration responses to housing and homelessness needs
<b>Reporting to</b>	Executive Director

### About this role

This role will provide leadership and facilitation (backbone support) through Q Shelter to strengthen existing and emerging networks with a primary focus on person-centred care coordination for people with complex needs. This role will collaboratively develop tools, resources and training to support the network of care coordination facilitators and group members. The role will also aggregate data and assist with reporting and analysis for driving continuous improvements and reporting success of the initiative.

The ideal candidate will be a senior practitioner 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 addressing complex needs. This is a statewide role working to build regional capacity for service integration and to also support inter-regional learning and exchange.

The role will work extensively with decentralised regional networks and regional leaders across community services and Government agencies. The role will also engage with central funding bodies to shape implementation and provide advice and assistance to consider the impacts and drive improvements to the overall initiative. Leadership and effective facilitation of the regional coordinators networks for Brisbane, Cairns, Mackay and Logan will be essential.

### Duties

#### Collaboration, engagement and facilitation

1. Enable capacity building and developmental support to regional care coordination groups and facilitators across Queensland focussed on ending complex homelessness and sustaining tenancies
2. Work collaboratively to support the identification and active inclusion of services in regional care coordination groups.
3. Contribute to teamwork in a way that realises synergy between different roles, functions and opportunities at the regional and state-wide level
4. Actively work with regional coordinators towards the sustainability of networks and structures including a care coordination community of practice.
5. Work collaboratively towards collective impact evaluation and measurement.
6. Work collaboratively with funding bodies and Government agencies to ensure their inclusion in capacity building activities and care coordination networks.

#### Workforce & Capacity development

7. Research and develop resources and tools including policies and procedures that support sector workforce development and a consistent quality approach to care coordination and ensure their availability and distribution in the region. Identify sector workforce development priorities and facilitate responses for capacity development
8. Identify learning and development needs and work with the regional coordinators to bring learning experiences to develop the sector workforce in decentralised locations.
9. Provide trouble-shooting support to care coordination group members and facilitators.
10. Provide secretariat assistance to a learning network of care coordinators.
11. Facilitate and support regular capacity building meetings involving regional facilitators to support capacity development and successful implementation
12. Actively contribute to the Deck Online Resource Hub for Housing and Homelessness Services.

### **Data, evaluation and reporting**

13. Provide high quality data capture and other inputs to an evaluation framework
14. Provide data reports that help to drive quality improvements and inter-regional learning
15. Drive the measurement of collective impact across regions.

### **Communication**

16. Produce high quality written and verbal reports that support accountability and continuous improvements
17. Actively contribute to communication with the Sector and funding bodies about the initiative and in a way that increases participation and engagement of key stakeholders.

### **Safety**

18. Work safely and contribute to the safety of others.

## **Key criteria**

1. Proven track record and results in successful engagement and community development
2. Senior practice experience in housing and homelessness sectors and a detailed understanding of the needs of homeless people
3. Demonstrated success in a team leader or management role
4. Skilled communication including clear and effective verbal reporting and a very high standard of written reporting
5. Experience working with diverse groups in a facilitation and or capacity development role
6. Experience in contributing to workforce development and capability
7. Ability to use software applications including client management systems to a high standard.

## **Other requirements**

1. A criminal history check is mandatory
2. Drivers licence
3. Travel within Queensland is required.

## Position description: Regional Coordinator

<b>Position</b>	Regional coordinator
<b>Level</b>	SCHADS 6
<b>Term</b>	12 months
<b>Positions available</b>	Brisbane – 2 Full-time Mackay – 1 Full-time Cairns – 1 Full-time Logan – 1 Full-time
<b>Organisation</b>	Q Shelter
<b>Reporting to</b>	State Coordinator

### About this role

This role will provide regionalised assistance to strengthen existing and emerging networks with a primary focus on person-centred care coordination for people with complex needs who are homeless or at risk of homelessness. The regional facilitators will also network across the state to develop a body of work and a set of quality practices that support care coordination aimed at reducing homelessness.

The ideal candidate will be a senior practitioner 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 addressing complex needs.

### Duties

#### Collaboration, engagement and facilitation

1. Provide facilitation and capacity building support to a regional care coordination group focussed on ending complex homelessness and sustaining tenancies
2. Work collaboratively to identify and actively include services in the care coordination group
3. Ensure the effective functioning of the group through secretariat support and excellence in facilitation
4. Convene care conferences for specific households as required
5. Contribute to teamwork in a way that realises synergy between different roles, functions and opportunities at the regional and state-wide level
6. Actively work toward the sustainability of networks and structures including Housing Service Centre and regional staff, that support regional capacity
7. Work collaboratively with the backbone role towards collective impact

#### Capacity development

8. Contribute to the identification of resources and tools including policies and procedures that support a consistent quality approach to care coordination and ensure their availability and distribution in the region
9. Identify learning and development needs and engage with Q Shelter to bring learning experiences to the region.
10. Provide trouble-shooting support to care coordination group members



11. Provide secretariat assistance to the identified regional housing and homelessness network if required and contribute to improved regional governance and leadership capacity towards reducing homelessness in the region
12. Attend and contribute to regular capacity building meetings involving regional facilitators to support capacity development and successful implementation
13. Work collaboratively with Q Shelter's backbone role to develop a community of practice to support care coordination

#### **Data, evaluation and reporting**

14. Provide high quality data capture and other inputs to an evaluation framework
15. Provide data reports that help to drive quality improvements and inter-regional learning
16. Contribute to the measurement of collective impact across regions

#### **Communication**

17. Produce high quality written and verbal reports that support accountability and continuous improvements

#### **Safety**

18. Work safely and contribute to the safety of others.

### **Key criteria**

1. Proven track record and results in successful engagement and community development
2. Senior practice experience in housing and homelessness sectors and a detailed understanding of the needs of homeless people
3. Skilled communication including clear and effective verbal reporting and a very high standard of written reporting
4. Experience working with diverse groups in a facilitation role
5. Experience in contributing to workforce development and capability
6. Ability to use software applications including client management systems to a high standard.

### **Other requirements**

1. A criminal history check is mandatory
2. Drivers licence
3. Travel may be required.

### **How to apply**

Please provide a relevant and current CV together with a two-page letter addressing the key selection criteria. Please include two recent referees in your CV. Any applications that don't address the criteria will not be assessed.

All applications are due by COB Thursday 8 February and should be sent to [recruitment@qshelter.asn.au](mailto:recruitment@qshelter.asn.au)

For more information call Q Shelter on 3831 5900.