



POSITION DESCRIPTION

Life Coach

12-month contract

OVERVIEW

PROGRAM: Wellbeing Programs

POSITION REPORTS TO: Wellbeing Programs Team Leader

ORGANISATION CONTEXT:

Vision

Aboriginal Housing Victoria's (AHV) vision is to ensure that Aboriginal¹ Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

AHV is the first Aboriginal housing agency to be registered as a Housing Provider in Victoria and it is also the largest. Our tenants are assured of access to an Aboriginal landlord and personalized and culturally sensitive services for Aboriginal people which helps to maintain and strengthen Aboriginal communities and cultural ties.

AHV provides housing to approximately 4,000 low income Aboriginal Victorians in over 1,520 properties, representing 8% of the Aboriginal population. AHV manages tenancies across metropolitan and regional Victoria - Loddon Mallee (302), Gippsland (219), Hume (197), Grampians (119) and the Northern (186) and Southern (167), Eastern (44) and Western (144) Melbourne metropolitan areas.

In September 2016, the Victorian Government formally announced the transfer of title of 1,448 properties that were previously managed by AHV, on behalf of the Director of Housing. The first tranche of 511 properties in the metropolitan Melbourne has occurred, with the balance of properties to be transferred over the next 2 years. The transfer of these properties to AHV, valued at approximately \$500 million is the largest to any community agency in Victoria. As the single largest financial commitment to Aboriginal Affairs in Victoria's history, it represents one of the most significant acts of self determination in this State. Title transfer represents significant progress toward achievement of the original ambition of AHV's founding Elders to achieve self determination and provide culturally responsive housing services.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non Aboriginal community.

¹ Throughout this position description "Aboriginal" is used to refer to both Aboriginal and Torres Strait Islander people.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with each other.

In April 2017, AHV achieved accreditation as a “White Ribbon Workplace”, taking active steps to stop men’s violence against women. AHV is one of only four Aboriginal organisations to obtain this accreditation. AHV has a zero tolerance approach to violence of any kind. AHV is also committed to promoting and protecting the interests and safety of children.

PROGRAM INFORMATION:

AHV’s *Wellbeing Programs* aim to:

- better understand the needs, characteristics and aspirations of Aboriginal people in social housing; and
- strengthen the link between tenancy management and service delivery; and
- actively assist households to improve life outcomes, and achieve their aspirations.

The aims of the programs are directly relevant to AHV’s Vision:

That Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

AHV has received funding from the Department of Health and Human Services (DHHS) to undertake an Alcohol and other Drug (AOD) Awareness project within the northern metropolitan areas of Melbourne. The project builds on the earlier DHHS funded pilot project, *More than a landlord* which trialled an integrated approach to tenancy management and service delivery in the City of Whittlesea.

The project features a household or family lens for coordinating services, which is more consistent with Aboriginal cultural values and practices and provides an opportunity in a different setting for targeting promotional and prevention activities, along with the provision of guidance and coaching.

Key features of the projects include:

- a tenant/household survey and statistical and demographic research;
- Life coaching for household members to assist them to build self-efficacy; and
- delivery of community activities with a focus on health, wellbeing and AOD awareness, including engagement and effective mobilisation of health resources (Aboriginal and mainstream).

PURPOSE OF THE POSITION:

The Life Coach will work to actively engage AHV’s households in the project.

The Life Coach is responsible for:

- working with tenants and households to identify their aspirations, increase social connectedness and strengthen individual and household capacity to participate in positive opportunities;
- facilitating the development of a person-centred plan;

- ensuring a holistic household/family-centred approach to the coordination of a range of coaching and other appropriate services, to support tenants and household members to work towards the achievement of their aspirations; and
- actively monitoring and supporting the progress of tenants and household members in working towards their aspirations, including reviewing aspirational plans and facilitating engagement and re-engagement with service providers, coaches and mentors as appropriate.

Working within a strengths-based framework, the Life Coach will ensure service delivery is aligned with Aboriginal cultural values and knowledge, and enhances participants' health and well-being outcomes.

The Life Coach will contribute to the design and development of AOD awareness project and work closely with other members of the Wellbeing Programs and Operations teams, along with a diverse range of staff from stakeholder agencies.

KEY RESPONSIBILITIES

- Support catchment households, particularly single parent families, lone adults and Elders to engage with the AOD Awareness project.
- Engage households in opportunities for identifying their social, professional and cultural aspirations and personal development goals.
- Provide assertive outreach approaches to ensure households find it easy to engage with the project.
- Mentor and assist household members with referrals to other relevant services where required, and monitor and review service/coaching needs as appropriate.
- Work collaboratively with a broad range of community services to ensure effective service coordination/ integration for tenants and household members.
- Assist and support those seeking employment to link in with appropriate support with work preparation including resume writing, cover letters and job search skills and interview coaching.
- Develop partnerships with community organisations and enterprises to provide pathways for household members to access volunteering opportunities, gain employment, develop new skills and provide workplaces with an opportunity to enhance cultural diversity and cultural safety.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base understanding that not all duties will be necessarily performed at all times.
- Exercise a duty of care to work safely, taking reasonable care to protect personal health and safety and that of fellow workers, volunteers and clients, including following safe working procedures and instructions.

QUALIFICATIONS AND LICENSES

- Current Victorian driver's licence.
- A relevant qualification in community development, health/wellbeing, training or life coaching is desirable but not mandatory.

KEY SELECTION CRITERIA

Competencies and experience

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Knowledge and experience of working with individuals and families in needs assessment and personal development planning.
- Ability to engage, support and motivate individuals, groups and service providers.
- Demonstrated ability to work collaboratively with colleagues, government and community organisations, to effectively coordinate coaching and other support activities that promote the achievement of positive outcomes for clients.
- Experience in community engagement practices.
- Excellent communication skills, both written and verbal.

Personal qualities

- Treats all people with respect;
- Great listening skills;
- Extensive life experience and empathy for others' experiences;
- Establishes and encourages positive relationships;
- Aspirational belief in the capacity of each person to achieve;
- Collaborative and coordinated approach to finding solutions to challenges;
- Ability to encourage and build on clients achievements; and
- Utilises leadership qualities to inspire and influence positive change.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- A current National Police records check and relevant valid state Working With Children Check are required
- Attend mandatory and other training as required.

AHV is seeking to appoint an Aboriginal person to this position.