

Key Selection Criteria Responses – Launch Housing IAP Worker

1. Tertiary Qualification and Direct Experience

While my resume does not explicitly list a tertiary qualification in human services or social work, I have a Diploma in Community Services and am nearing completion of an internship with Headspace. My resume showcases extensive direct experience delivering services to clients with complex needs, particularly through my roles at Diamond Valley Community Support and Thorne Harbour Health. These roles involved providing emergency relief, material aid, advocacy, and support to individuals facing crises, poverty, social isolation, and health challenges. My lived experience of marginalisation and systemic inequality further enhances my understanding of the complex needs of individuals experiencing homelessness.

2. Understanding of Housing and Homelessness

My resume demonstrates a clear understanding of housing and homelessness policy, context, and systems. My experience at Diamond Valley Community Support exposed me to the intricacies of housing resources and support services, and I am knowledgeable about conducting initial assessments and creating personalised housing plans. Additionally, my volunteer work at Thorne Harbour Health involved supporting individuals facing housing insecurity due to the COVID-19 pandemic, further deepening my understanding of the challenges faced by this population.

3. Collaboration and Interpersonal Skills

My resume highlights my ability to collaborate with others to create effective client solutions. In my role at Headspace, I actively collaborate with the Participation team to co-design culturally appropriate mental health resources. At Diamond Valley Community Support, I collaborated with various stakeholders to comprehensively support clients. My volunteer experiences also involved collaboration with team members and external organisations to ensure the successful delivery of services.

4. Communication Skills

My resume showcases my strong interpersonal and communication skills, both verbal and written. I have effectively communicated with diverse clients from various backgrounds, including individuals experiencing family violence, poverty, unemployment, and social isolation. My ability to communicate respectfully and empathetically is evident in my experience delivering emergency relief and support services. Additionally, my corporate background has honed my written communication skills, as demonstrated in my experience as a business analyst.

5. Working with Complex Needs and Marginalized Individuals

My resume demonstrates my skills and aptitude in working with people with complex needs, particularly those who are marginalised and disenfranchised. My roles at Diamond Valley Community Support and Thorne Harbour Health involved supporting individuals facing various challenges, including family violence, poverty, social isolation, and health issues. My lived experience of marginalisation further enhances my ability to connect with and support individuals often overlooked or underserved by traditional systems.

6. Building Positive Relationships and Cultural Competence

My resume highlights my ability to build positive relationships and communicate effectively with people of diverse backgrounds and abilities. My experience at Diamond Valley Community Support involved working with clients from

diverse socioeconomic and cultural backgrounds. My volunteer work at Thorne Harbour Health focused on supporting the LGBTIQ+ community, demonstrating my commitment to cultural competence and inclusivity.

7. Organisational and Time Management Skills

My resume showcases my well-developed organisational and time management skills and my ability to work flexibly and manage competing demands. In my role at Diamond Valley Community Support, I successfully managed a high volume of client interviews while ensuring the timely delivery of emergency relief and support services. My corporate background further honed my ability to prioritise tasks, meet deadlines, and adapt to changing circumstances.

8. Technical Competence

My resume demonstrates my competence in using PC-based office applications and the Internet. My experience as a business analyst involved extensive use of various software programs and online tools to analyse data, create reports, and communicate with stakeholders. I am confident in utilising technology effectively to support my work in the human services sector.

9. Commitment to Launch Housing's Values and Mission

My experience in community services has affirmed my belief that the housing crisis is, without a doubt, the most critical issue our country faces. I find it deeply frustrating that a country as wealthy as Australia has such a chronic lack of affordable housing, and my values directly align with Launch Housing's – homelessness should not exist. My passion for social justice and dedication to advocating for inclusion and equality align with Launch Housing's core principles. My experiences supporting individuals facing housing insecurity and other complex challenges demonstrate my dedication to creating lasting social change and empowering marginalised populations.