

POSITION DESCRIPTION

Position Title:	Housing & Homelessness Support Manager
Reports To:	General Manager Housing and Homelessness Support
Supervising:	Site Coordinator Delahey, Site Coordinator Geelong and Creswick, Senior Housing Support Workers, Housing support Workers, Outreach workers, HACC-PYP workers
Liaises with:	Executive Management Team, other Wintringham Managers, Tenancy Workers, Wintringham Support Staff and external networks
Location:	Wintringham Housing and Support - Southern office is based at 372 South Road, Moorabbin Wintringham Housing and Support - Western office is based at 97 Charles Street, Seddon Wintringham Housing and Support - Northern/City office is based at 310 Mt. Alexander Rd., Ascot Vale Wintringham Housing and Support – Southern Peninsula office is based at Unit 22/31 Fiveways Boulevard, Five Ways Business Centre, Keysborough Close Wintringham Housing and Support – Regional offices are located at Level 1/ 68 Albert St, Creswick, 35 / 3 Cranwell Crt, Highton and 37 / 48 – 60 Maude St, Shepparton.
Classification:	Wintringham EBA
Hours:	Full time – 38 hours per week

Program Description:

The objectives of the position are to:

- Lead the delivery of Housing and Homelessness Support Services and provide innovative and best practice services that are fully aligned with Wintringham's mission and values
- Ensure effective and efficient management of the Housing and Homelessness service delivery function in accordance with contractual and legislative requirements
- Demonstrate and model leadership that is collaborative, accountable and client focused.
- Be an active and collaborative member of management team.

Responsibilities/Duties:

Management

- Operational responsibility for the support services provided within the Housing & Homelessness Support Portfolio.



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- Identify opportunities to enhance services through practice development, service development, networking and partnerships
- Monitor service delivery to ensure programs meet all legislative, contractual and accreditation requirements
- Assist with the development of budgets in conjunction with the General Manager Housing and Homelessness Support and ensure programs operate within the allocated budget.
- Keep up to date with contemporary practice approaches along with changes and trends in the sector
- Build positive relationships with other agencies to ensure clients can access services to meet their needs
- Maintain expertise in the field of housing and homelessness support, represent the organisation in relevant forums and contribute to organisation wide initiatives
- Liase with the Finance Department in relation to payments as required.
- Complete all reporting required by the Department of Health and Ageing or Department of Human Services (or other funding bodies as relevant) in a timely manner.
- Responsible for performance against targets for all relevant funded programs.

People, Leadership and Human Resources

- Appropriately manage performance of the Housing and Homelessness Support Services team through coaching, supervision, debriefing, regular informal and formal performance feedback and reviews, and professional development support
- Ensure the team is aware of and complies with organisational policies and procedures
- Ensure recruitment of individuals who have the right cultural fit and ability to work in line with cultural change and facilitate retention of key talent
- Ensure that all employees understand Wintringham's philosophy of options, rights, and dignity and that it drives their practice at all times.
- Notify the Occupational Health and Safety co-ordinator of any issues relating to staff or client safety including manual handling, infection control, chemical waste or other hazard.
- Recruitment, induction and training of new staff in consultation with Human Resources.

In addition to the above as a Wintringham employee you have the following responsibilities.

Health & Safety Responsibilities

As a Wintringham employee you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission



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- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under Occupational Health and Safety Act 2004 Victoria and the **Work Health and Safety Act 2012 (Tas)**

KEY SELECTION CRITERIA

Skills / Experience:

- Proven commitment to excellence, accountability and innovation in best practice service delivery in the fields of homelessness and housing support
- Demonstrated ability to engender wellbeing, synergy and a spirit of collaboration across teams
- Demonstrated ability to lead and manage change and innovation in service provision
- Management experience in social and community services programs including homelessness support
- Knowledge of Commonwealth and State Government policies, standards and compliance requirements
- Knowledge of and commitment to Continuous Quality Improvement
- Demonstrated skills in financial management, including monitoring and reporting of variances
- Commitment to the organisation and its philosophy of social justice.
- Well-developed communications skills and the ability to with engage people from varying backgrounds.

Qualifications/Requirements:

Essential

- An approved tertiary qualification in Social Services, Welfare or Community Services
- First Aid Level 2
- Current Driver's Licence.

Desirable

- Undergraduate/Postgraduate qualifications in Management.

Appointment is subject to a satisfactory police records check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.



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Wintringham is an equal opportunity employer

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE'S NAME: _____

SIGNED: _____ DATE: _____

