

POSITION DESCRIPTION

Position Title:	Housing and Homelessness Support - Practice Lead
Reports to:	Housing and Homelessness Support Coordinator
Supervising:	From Homelessness to a Home team (H2H)
Liaises with:	Wintringham Staff and Management. External Community and Health Services.
Location:	Northern Metropolitan Melbourne Western Metropolitan Melbourne South East Metropolitan Melbourne
Classification:	Wintringham EBA.
Hours:	Full Time

Position Summary

Wintringham provides housing, support and aged care services to those who are over 50 years old, and have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote an empowerment of care model, therefore Wintringham staff must work in partnership with clients and residents to achieve mutually agreed outcomes.

The Housing and Homelessness Support Practice Lead (HHSPL) will be responsible for the following portfolios across the Northern, Western and South east Metropolitan areas of Melbourne:

1. Homelessness to a Home team

This position will work collaboratively with the other Practice Leads, H2H Support and Tenancy teams and across Metropolitan Melbourne to ensure a collaborative team culture is maintained.

The position will also ensure that service delivery practices are consistent with Wintringham's philosophy, values and mission.



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Responsibilities/Duties

- Effectively supervise a team with mixed caseloads of clients requiring targeted, tailored and high intensity support.
- Oversee and supervise advanced case planning and interventions to meet the needs of people with multiple and complex needs.
- Manage a mixed case load of H2H clients
- Work with clients by linking and referring them into clinical services and social and recreational activities.
- Ensure clients obtain access to Home Care Packages (HCP) and NDIS by providing referrals and case management assistance.
- Review client file documentation across program areas to ensure the timely and accurate recording of information and monitor service delivery for quality.
- Respond to client feedback and complaints in line Wintringham policy and procedures.
- Utilise relationships within sectors to assist access into other services and systems.

People, Leadership and Human Resources

- Ensure the teams are aware of and comply 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.
- Participate in and provide regular supervision.
- Participate in and conduct annual performance appraisals.

Finance and Administration

- Monitor income and expenditure against budget expectations including client brokerage funds.
- Ensure all documentation required by departments and funders are completed and submitted in a timely manner, including critical incident reports.

Other

- Actively participate in team meetings and take an active role in practice development across the portfolio.
- Pursue relevant on-going development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.
- Duties as directed.



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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
- 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 OHS Act 2004.

Key Selection Criteria

Skills/Experience:

Essential

- Experience providing practice supervision to a dedicated team.
- Experience in a senior role working with people with complex needs
- Specific practice expertise and training in either: AOD, Mental Health and Family Violence
- Demonstrated experience providing secondary consultation within a case management framework.
- 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.
- Experience delivering services within social and community services programs including housing and 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.
- An understanding of the Housing and Homelessness Service sector My Aged Care, NDIS and other relevant service systems.

Qualifications:



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Essential

- A tertiary qualification in Social Work, Welfare, Community Services or equivalent
- First Aid Level 2
- Current Driver's Licence

Desirable

- Qualifications in Management.

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

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 _____

