

POSITION DESCRIPTION

[POSITION TITLE]

Program:	Homefront, Women's Services
Reports to:	Program Manager, Women's Services
Supervises:	Case Managers
Date of Last Review:	March 2024
Classification:	Social and Community Services Level 6 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements.
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme.

PROGRAM INFORMATION

Homefront is a program of Sacred Heart Mission's (SHM) Women's Services, offering crisis accommodation, support, and case management to women (cis and transgender) experiencing homelessness and other associated issues.

Women's Services consists of Homefront, Women's House, and Bethlehem Community and is committed to a gender specific response to the needs of women. Together, these programs in collaboration with SHM's Continuum of Care form an integrated support and exit pathway from homelessness for women.

Women (cis and transgender) experiencing homelessness and over 25 years of age (without accompanying children) are eligible for Homefront's crisis accommodation. Whilst in crisis accommodation, women are engaged in support and case management and work on developing an individual housing plan. Women are also assisted in addressing accompanying issues that have contributed to them experiencing homelessness and supported to access appropriate supports and responses. Homefront also offers outreach support to women who exit the crisis accommodation program to transitional housing and other accommodation.

PURPOSE OF THE POSITION

The objectives of this position are:

- To lead the Homefront team in providing the highest quality, most effective and caring service to women in accordance with SHM's Vision, Mission, and Values and with legislative requirements.

Program Coordinator, Homefront, Women's Services	Document Status:	Final	Page:	Page 1 of 5
	Date Updated:	April 2024	Author:	Manager Women's Services
	Review Date:	June 2024	Owner:	People and Culture

- To ensure that Homefront responds flexibly to the immediate needs of women who are experiencing homelessness through leading the provision of information, support, and case management to find sustainable long-term housing options.

KEY RESPONSIBILITIES

Accountability	Key Responsibilities/duties (note: this is not an exhaustive list)
Service Coordination	<ul style="list-style-type: none"> • Ensure Homefront operates in alignment with SHM's Mission, Values and Service Model. • Manage referral process; ensure maximum occupancy levels are maintained; and comply with incident reporting, in accordance with funding agreement. • Participate in client intake processes and meetings that require Coordinator input e.g., review of stay meetings. • Maintain Homefront's data collection and client feedback processes and prepare reports as required. • Oversee the day-to-day financial management of Homefront to ensure spending is managed within established budget. • Oversee stay fee made to Homefront. • Ensure Homefront operates in accordance with DHHS Standards and lead Homefront's continuous quality improvement planning and practice. • Lead Homefront team meetings. • Undertake service review and development activities in conjunction with the Manager, Women's Services. • Undertake duties as required for the position.
Staff	<ul style="list-style-type: none"> • Lead and direct decision making to ensure the best outcomes for Homefront clients. • Provide regular, high quality professional supervision for Homefront staff, including opportunities for reflective practice and timely debriefing. • Undertake performance development reviews with all staff and develop individual training plans to ensure ongoing professional development. • Recruit, orientate and mentor new staff as required.

Program Coordinator, Homefront, Women's Services	Document Status:	Final	Page:	Page 2 of 5
	Date Updated:	April 2024	Author:	Manager Women's Services
	Review Date:	June 2024	Owner:	People and Culture

Facility Management	<ul style="list-style-type: none"> • Manage the day-to-day operations of Homefront including maintenance reporting, overseeing cleaning, and restocking of units. • Manage two residential properties in the community that previous Homefront clients exit to and reside in.
Organisational Responsibilities	<ul style="list-style-type: none"> • Participate in the On-Call roster for SHM. • Participate in SHM committee meetings as required including the Quality, Risk and Compliance committee. • Attend and participate in relevant meetings, service planning days and SHM all staff meetings. • Foster positive relationships with internal stakeholders, particularly SHM Individual Planned Support-and partnership agencies providing in reach to SHM. • Manage relationships with relevant service providers and participate in network meetings as requested by the Manager, Women's Services. • Contribute to the implementation of SHM's Strategic Plan. • Support SHM's Business Development by contributing to communications, fundraising business case and advocacy activities.
Professional Development	<ul style="list-style-type: none"> • Attend and participate in regular supervision sessions. • Undertake all mandatory and core training in a timely manner. • Participate in annual professional development and review (PDR) process and take responsibility for own training and development plan in collaboration with direct supervisor.
Leadership	<ul style="list-style-type: none"> • Conduct self in line with the SHM Leadership Profile • Support, monitor and recognise team and individual performance. • Undertake regular supervision sessions and annual professional development reviews (PDR) with direct reports. • Contribute to a workplace environment which supports staff, volunteers, develops teamwork, and ensures the provision of quality and innovative services. • Consider SHM policies and procedures and organisational perspective when making decisions and participating in discussions.
Financial Management	<ul style="list-style-type: none"> • Ensure understanding of financial responsibilities of role and undertake required activities (e.g. budgets, expenditures, cost allocation) in accordance with current policies, procedures and systems and the application of the correct tools

Program Coordinator, Homefront, Women's Services	Document Status:	Final	Page:	Page 3 of 5
	Date Updated:	April 2024	Author:	Manager Women's Services
	Review Date:	June 2024	Owner:	People and Culture

Health & Safety	<ul style="list-style-type: none"> Exercise a duty of care for the health and safety of staff, volunteers, clients, and customers in your charge and implement effective health and safety (H&S) measures to ensure compliance with the “<i>Occupational Health and Safety Act 2004 (Vic) Act</i>” and related legislative requirements. Have knowledge of and comply with SHM Health & Safety Framework.
Information Security	All staff are required to manage information and data in accordance with SHM frameworks, policy and, procedures relating to privacy, document and data management, and cyber security.
RISK	<ul style="list-style-type: none"> Consider, identify and address risk. Have knowledge of and comply with SHM Risk Framework. Ensure actions assigned to the applicable role or program in the risk treatment plan are undertaken and delivery dates are met.
CQI (Continuous Quality Improvement)	<ul style="list-style-type: none"> Encourage a continuous quality improvement team culture. Identify quality improvement opportunities. Have knowledge of and comply with SHM Quality Framework. Implement and monitor CQI initiatives related to role and/or program.
TIC (Trauma Informed Care)	All SHM staff are required to engage in TIC learning and development and integrate their understanding of and responsiveness to the impact of trauma within their work.

MANDATORY REQUIREMENTS

- Eligibility to Work in Australia.
- A current Criminal Records Check.
- Current First Aid Certificate, including current CPR issued by recognised accredited Australian provider.
- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years.

QUALIFICATIONS

- Appropriate Bachelor level tertiary qualification relevant to the delivery of community services e.g., Social Work, Psychology or equivalent.

KEY SELECTION CRITERIA

- Substantial experience working in one of the following areas: homelessness, mental health, disability, drug and alcohol, family violence or other gender specific service.

Program Coordinator, Homefront, Women's Services	Document Status:	Final	Page:	Page 4 of 5
	Date Updated:	April 2024	Author:	Manager Women's Services
	Review Date:	June 2024	Owner:	People and Culture

- Demonstrated experience of leading and developing staff to deliver a client centred and responsive service.
- Demonstrated experience in providing quality supervision, mentoring, and debriefing to staff.
- Demonstrated experience of managing a team delivering case management to women with complex needs; a demonstrated understanding of theoretical frameworks and how it informs practice.
- Strong analytical, problem solving and time management skills.
- Strong interpersonal skills along with a high standard of verbal and written communication including the ability to produce high quality reports.
- Strong alignment with the values of Sacred Heart Mission.

Desirable

- Demonstrated knowledge of the housing sector.
- Experience in working in an outreach model of service delivery.

VISION, MISSION AND VALUES

Our vision is of an inclusive, fair, and compassionate community, which enables people to overcome disadvantage and realise their full potential. Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion. Our Values are:

- **Welcome** – we welcome and actively engage people in order to build relationships based on respect and trust.
- **Community** - we enable people to feel supported by and connected to the broader community.
- **Challenge** - we challenge the unjust social and economic structures that cause disadvantage, social exclusion, and homelessness.
- **Accountability** - we measure the impact of our work so that we can develop the evidence to address deep, persistent disadvantage and social exclusion.
- **Innovation** - we ensure that our services remain contemporary, creative, responsive, and effective.

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

Program Coordinator, Homefront, Women's Services	Document Status:	Final	Page:	Page 5 of 5
	Date Updated:	April 2024	Author:	Manager Women's Services
	Review Date:	June 2024	Owner:	People and Culture