

POSITION DESCRIPTION

Program Coordinator – Homefront

OVERVIEW

Program:	Homefront, Women's Services
Reports to:	Manager, Women's Services
Supervise:	Senior Case Manager (1), Case Manager (3), Support Worker (3). The Senior Case Manager provides Supervision to Support Worker staff
Date of Last Review:	29 August 2019
Classification:	Crisis Accommodation Level 4 Sacred Heart Mission Enterprise Agreement 2018 or its successor
Victorian portable long Service benefits scheme	Incumbents in this role are <u>not</u> eligible to be covered by this scheme

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since opening our doors in 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides all of our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

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VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

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.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Homefront is a program of Sacred Heart Mission's Women's Services, offering crisis accommodation, support and case management to women who are homeless. Women's Services consists of Homefront, Women's House, Bethlehem Community, and the Women, Housing and Complex Needs Project, and is committed to a gender specific response to the needs of women experiencing homelessness and other associated issues. Together these programs form an integrated support and exit pathway from homelessness for women. The Women's Services Program is part of SHM's Community Services Division, which also includes Sacred Heart Central, the Rooming House Plus Program, Greenlight and Journey to Social Inclusion.

Women experiencing homelessness over 25 years (without accompanying children) are eligible for Homefront's crisis accommodation facility. 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 becoming homeless and in accessing appropriate supports and responses. Homefront further offers outreach support to women who exit the crisis accommodation program to transitional housing and other accommodation.

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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.
- 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	Major Activities
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 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 and rental payments 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.

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	<ul style="list-style-type: none"> ▪ 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.
Facility Management	<ul style="list-style-type: none"> ▪ Manage the day to day operations of the Homefront facility 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. ▪ 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 Community Services Coordinators 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 fortnightly supervision sessions with Manager Women's Services. ▪ Attend and participate in regular practice reflection sessions and contribute to a practice culture that is open, honest and reflective.

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	<ul style="list-style-type: none"> Participate in yearly professional development and review meetings and regularly monitor individual training and development plan with line manager.
Health & Safety	<ul style="list-style-type: none"> Ensure that Homefront Fire and Emergency procedures and manuals are maintained and compliant with DHHS requirements. Act as Chief Fire Warden for Homefront. Monitor and action the ongoing maintenance of Homefront to ensure compliance with OH&S legislation. Ensure that SHM Occupational Health and Safety policy and procedures are enforced at Homefront. Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	<ul style="list-style-type: none"> All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	<ul style="list-style-type: none"> All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	<ul style="list-style-type: none"> All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

MANDATORY REQUIREMENTS

- A current full driver's licence.
- A current Criminal Records Check.
- If you have lived outside of Australia within the last 10 years, you will need to provide an International Police Check for each country that you have lived in for more than 12 months.

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- Current Victorian Working with Children Check.
- Current First Aid Certificates: HLTAID001 Provide Cardiopulmonary Resuscitation & HLTAID003 Provide First Aid.

QUALIFICATIONS

Essential

- 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.
- 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.
- Sound knowledge of a variety of theoretical frameworks and casework practice strategies applicable for working with women with complex needs; a demonstrated understanding of feminist theory 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.

APPROVED BY MANAGER

ACCEPTED BY STAFF MEMBER

DATE

POSITION DESCRIPTION SHOULD BE REVIEWED ANNUALLY OR WHEN POSITION CHANGES

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