

POSITION DESCRIPTION

Team Leader, General Supportive Housing

Program:	Supportive Housing Programs
Reports to:	Supportive Housing Programs Manager
Supervises:	Supportive Housing Case Managers, General Supportive Housing Team
Date of Last Review:	October 2022
Classification:	Social and Community Services Employee Level 5 Sacred Heart Mission Enterprise Agreement 2018 or subsequent Agreements
Victorian Portable Long Service Benefits Scheme	This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is made up of four Divisions, Client Services, People and Strategy, Business Development and Business Services. Within the Client Services Division, programs are organised across two streams of services, as per the SHM service model: Engagement Hubs and Individualised Planned Support, and Ongoing Support.

Engagement Hubs

The Engagement Hub services at Sacred Heart Central and the Women's House provide people with a safe space that is welcoming and supportive. Hub services provide access to the necessities of life: healthy food, personal hygiene, laundry facilities and primary health support through services such as our Wellness Place (*Modified due to current Covid 19 Covid Safe requirements*).

The Hubs also facilitate access to ongoing support through the provision of information and advocacy, brief intervention support, and up to 6 weeks case management. For clients with a limited social support network, Engagement Hubs provide interim social participation and activities until people are housed and have support to improve community connection in their new home area.

Individualised Planned Support

Individual Planned Support is an outcome focused; flexible-service case management and service co-ordination response tailored to a client's situation. In most cases, this will involve goal setting to facilitate client led goals related to staying housed, or needing support to access housing, settle and stay housed.

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It also allows a client centred response to associated support needs that may impact on housing access or stabilisation, including social inclusion, economic participation, health & wellbeing, and independence needs.

Individualised Planned Support is provided through our short term (up to 6 weeks) Case Management services at Sacred Heart Central, and the Women's House, Homefront (Crisis Accommodation Service), the Supportive Housing Programs (longer term as required, flexible support case management), and the Journey to Social Inclusion Project. This position is based within the new SHM Supportive Housing Programs.

Supportive Housing Programs - General Team

The General Supportive Housing Team is co-located with two other supportive housing teams, providing client support to access housing, settlement support, and sustaining tenancies support within a case management and service coordination model of service delivery. The program receives referrals from the SHM Prioritisation Allocations Group and works within the SHM Supportive Housing Programs model, ensuring support is flexible and based on client need, with a key focus on achieving a stable housing outcome and end to homelessness.

PURPOSE OF THE POSITION

The Team Leader is responsible and accountable for service delivery and supervises SHM and sets goals for the Supportive Housing Case Managers who work with a caseload. The role has responsibility for a reduced caseload providing case management and service co-ordination support to clients.

KEY RESPONSIBILITIES

Accountability	Major Activities
Service Delivery	<ul style="list-style-type: none"> Assist the Supportive Housing Programs Manager to establish the General Supportive Housing Team. Responsible for setting team goals, targets and objectives with the Supportive Housing Programs Manager. Apply the objectives and tools of the SHM Case Management Framework and the Trauma Informed Care Framework, and support team to use. Apply an intersectional feminist practice framework to all aspects of service delivery. Utilise and support team to use SHM's measurement and evaluation framework to capture client outcomes.

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	<ul style="list-style-type: none"> ▪ Ensure all team members undertake accurate, professional and timely maintenance of client records and data collection in accordance with relevant policies and procedures. ▪ Contribute to a work-place environment, which supports peers, develops teamwork and ensures the provision of quality services for Mission clients. ▪ Utilise assertive engagement techniques to establish and maintain a robust professional relationship with clients. ▪ Manage a reduced case load of clients; providing flexible support, service coordination, referral and advocacy to successfully achieve client goals. ▪ Coordinate case conferences, planning and exit planning in conjunction with referring agencies. ▪ Participate in the SHM on-call services and perform on-call duties.
Organisational Participation	<ul style="list-style-type: none"> ▪ Participate and contribute to SHM projects at an organisational level. ▪ Communicate internally and externally about complex matters and to line Manager. ▪ Prepare and co-lead team meetings and service planning days with other Continuum of Care Supportive Housing Program supervisors/ leaders. ▪ Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of the General Supportive Housing team. ▪ Contribute to the implementation of the Mission's Strategic Plan. ▪ Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment. ▪ Contribute to collaborative practice across Client Services Division. ▪ Ensure links are maintained with other Mission services and partnership agencies. ▪ Support the General Supportive Housing Program evaluation activities.

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Staff Supervision and Leadership	<ul style="list-style-type: none"> ▪ Build an effective team, under the broader Continuum of Care Supportive Housing Program area. ▪ Supervise the team, set priorities, and monitor workflows for the team with the Program Manager ▪ Be accountable for team members to implement Case Management Framework and Outcomes Measurement in their daily practice, and ensure staff adopt an effective approach in their work to achieve program targets. ▪ Provide fortnightly supervision to experienced professionals including Supportive Housing, Case Managers. ▪ Provide program leadership to the General Supportive Housing Program in SHM. ▪ Ensure monthly reports and data recording are completed by staff.
Sector Participation	<ul style="list-style-type: none"> ▪ Develop and foster positive relationships with local services and agencies under the direction of the Supportive Housing Programs Manager. ▪ Ensure relevant networks and partnerships are developed and maintained. ▪ Attend relevant network meetings as agreed with Manager.
Case Management Framework (CMF) & Continuum of Care (CoC)	<p>All SHM staff participating in Case Management activities are responsible for integrating trauma informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and peruse positive goals that stabilise their circumstances.</p> <p>The role is responsible for ensuring staff integrate CoC practice components into their case management and service delivery including:</p> <ul style="list-style-type: none"> • Flexible support including: <ul style="list-style-type: none"> ○ Prioritisation, assessment and referral- to the SHM prioritisation, allocations group (PAG) for clients requiring support and/ or other housing/ support referrals. ○ Streaming- to the SHM prioritisation, allocations group (PAG) for clients requiring support and/ or other housing/ support referrals. • Sustaining tenancies ▪ Exit planning

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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.
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 ▪ Knowledge of and compliance with SHM Health & Safety Framework
RISK	<ul style="list-style-type: none"> ▪ Responsible for considering, identifying and addressing risk ▪ Knowledge of and compliance 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 ▪ Knowledge of and compliance with SHM Quality Framework ▪ Responsible for implementing and monitoring CQI initiatives related to role and/or program

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TIC (Trauma Informed Care)	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.
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MANDATORY REQUIREMENTS

- Eligibility to work in Australia
- A current Criminal Records Check
- A current Victorian Working with Children Assessment Notice
- International Police Checks for staff who have lived outside Australia for more than 12 months within the last 10 years
- Valid driver's license to drive in Australia
- A current First aid and CPR certificate
- Current COVID-19 vaccination certificate

QUALIFICATIONS

- Appropriate degree qualification relevant to the delivery of community services e.g. Social Work, Psychology, Social Sciences or equivalent.

KEY SELECTION CRITERIA

ESSENTIAL:

- Demonstrated ability to coach, supervise and provide leadership to staff to ensure quality service and high team functioning
- Demonstrated ability to ensure staff meet the required targets/ outcomes of a program
- Excellent communication skills, both written and verbal
- Ability to use initiative frequently to solve current and future service delivery challenges
- Substantial experience in case management and service coordination in one or more of the following areas: homelessness, supportive housing, mental health, dual diagnosis, alcohol and other drugs
- Proven ability to effectively manage challenging behaviours and respond to crisis situations
- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with clients with complex needs, and specifically in a housing first and sustaining tenancies approach.
- Proven ability to effectively manage challenging behaviours and respond to crisis situations
- Demonstrated use of recovery principles and trauma informed practice
- Strong alignment with the values of Sacred Heart Mission

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DESIRABLE:

- Experience working in an outreach capacity using assertive engagement practice
- Experience working with supportive housing principles

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

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