

Accommodation Manager, Vincentian House

Position Description

Directorate:	Vinnies Services
Reports to:	Area Manager, Homelessness and Housing Services
Direct reports:	Support Worker/s Team Leader, Accommodation - Vincentian House
Location:	Flexible within any of the Society's main metropolitan or regional offices across NSW.
Primary position objective:	Drive excellence in service provision by providing day-to-day leadership for teams of case workers and support workers to improve the quality and consistency of the homelessness and housing services provided to clients, and ultimately improve the likelihood successfully and sustainably house clients.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Disability and Inclusion: this team is responsible for state-wide management of excellent disability and inclusion services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical Governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service Innovation and Business Development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Manager, Homelessness Services will:

- Ensure the successful implementation of the Strategic Plan within their team.
- Ensure a safe working environment for staff, members and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to the implementation of effective risk management procedures to ensure compliance with legal, employment and governance requirements.
- Manage all aspects of the onsite accommodation services. This includes; room allocation, entry and exit inventories and condition reports, resident orientation, unit inspections and all associated reporting relating to accommodation services.
- Work within, and provide regular reports on the services budgets, service accounts and service fee handling while providing effective service delivery, in collaboration with Finance and Corporate Services Directorate.
- Supervise, direct and support the team including; Team Leader Accommodation, Tenancy Facilitators, KEEP site lead, Support Workers and Volunteers to ensure smooth day to day operations of the service.
- Manage site-based client service delivery, oversight roster development, payroll and implementation of program, policy and procedure.
- Monitor and liaise with contractors, including external and internal stakeholders.
- Be available for on call to assist with issues relating to service users, staff, rosters, facilities or any other after hour matters as may arise.
- Demonstrate sound leadership qualities that encourage a responsive and high performing team.
- Promote ongoing professional development of the team and align team members with the goals of the organisation.
- Promote a high level of professionalism and integrity within the team.
- Ensure that staff are fulfilling their duties as per their Position Description and are fully engaged in all aspects of the work.
- Attend to staff performance or conduct issue effectively.
- Ensure that security standards and procedures are observed at all times.
- Work closely with the Facilities Department with regard to facility related issues and property management. Ensure that Support Workers report and investigate facilities issues properly.
- Ensure that relevant staff conduct regular rounds of the services, addressing; reporting and documenting issues as required each shift.
- Receive and collate all incident reporting.
- Ensure efficient operation and support of all clients within Vincentian House.
- Ensure casework decisions are supported and implemented and that effective communication occurs between the case management teams in line with the client centred service delivery model.
- Provide support to internal and external service users in a professional manner, and in doing so to help provide a caring and nurturing environment.
- Ensure decisions regarding client support, are evidence-based, documented, align with legislation, organisational policy and procedure and demonstrate respect for clients.
- Demonstrate and model respect for clients, ensuring clients are treated with dignity at all times.

- Ensure that all relevant client policy and procedures are adhered to, including the provision of client rights and responsibility information, the obtaining of client feedback, accurate and timely documentation of daily notes.
- Support relevant staff to facilitate regular residents' meetings and other activities as described in the Client Participation Strategy.
- Coordinate and collate Client Feedback forms and other related information.
- Direct client contacts particularly in relation to negotiation and dispute resolution.
- Oversee service-based programs for clients, including the Vincentian House Day Services Program, Vincentian House Kids Engaged in Education Program (KEEP) and the Vincentian House Supported Temporary Accommodation Program; including promotion of programs, procurement and coordination of facilitators and program planning, monitoring and evaluation.
- Ensure all programs adequately address the needs of the people we assist, organisation goals and plans, and contracted requirements.
- Work in partnership with the Kids Engaged in Education Program Project Manager to ensure consistency in state wide project goals and strategies.
- Work closely with funding providers; including Family and Community Services, corporate partners, various philanthropic organisations and benefactors to ensure programs and service delivery meets targets, expectations and contracted requirements.
- Manage and work with external and internal partnerships for the effective service delivery of all programs.
- Seek and apply for grants for the programs, per organisation goals, objectives and processes.
- Attend internal and external meetings as required, ensuring collaborative practice across the organisation and homelessness and social service sector.
- Promote and foster relationships for the benefit of the service and its clients, this includes hosting service visits and other activities.
- Attend and participate in any training and professional development as directed and actively seek out opportunities to enhance skills and knowledge as they relate to the role.

Critical Key Performance Indicators (KPIs)

- Effective engagement of members in service.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents in services are minimised.

Key working relationships

In addition to the Area Manager, Homelessness and Housing Services and their direct reports, the Accommodation Manager, Vincentian House will foster close working relationships with:

- Area and Regional Managers, Homelessness Services (Vinnies Services);
- Accommodation Manager, Mathew Talbot (Vinnies Services);
- Manager, Social and Affordable Housing Fund (SAHF) (Vinnies Services);
- Team Leaders, Homelessness Services (Vinnies Services).

Essential criteria

Critical capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society. The level of capability required for this role is outlined below:

- **'People we Serve Centric':** (Level 3) Manage the delivery of high-quality services that provide a hand up for the people we serve.
- **Values Based Leadership:** (Level 3) Manage teams and areas of work to align to the Society's mission, vision, values and lay Catholic heritage.
- **Impact Focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change Leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team Performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **Digital Engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and Improvement:** (Level 4) Promote and enable innovative approaches to service delivery and ways of working.
- **Financial Acumen:** (Level 3) Manage the team's resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Relevant tertiary qualification/s in service delivery area, including social work, psychology or related community sector areas.
- Demonstrated experience in case management or outreach service delivery management experience in the homelessness sector.
- Capacity to work on an on-call basis and support crisis staff in front line service provision.
- Demonstrated customer service skills.
- Substantial experience in staff management within a complex service environment.
- Previous experience working with complex, challenging clients.
- Understanding of equitable and effective principles in rostering in ensuring appropriate staffing.
- Excellent communication, collaborative and conflict resolution skills.
- An awareness of the issues impacting upon people experiencing homelessness.
- Experience in financial and administrative management (including budget preparation & reconciliation).
- NSW driver licence and ability to travel.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.

- Experience working within a homeless residential service organisation.
- Experience of working with the following client groups; children and families, homeless clients, clients with addictions, clients with acute mental health, clients living with DV or complex interpersonal relationships.

