

Team Leader, Matthew Talbot

Accommodation - Homelessness and Housing Services

Position Description

Directorate:	Vinnies Services
Reports to:	Accommodation Manager, Matthew Talbot – Inner City
Direct reports:	Support Worker/s
Location:	Flexible within the inner-city geographical region.
Primary position objective:	Provided effective support to residents of the Matthew Talbot Hostel. Lead a small team on the nominated shift in holistic client centres support and maintain the day-to-day operation of the shift, including overseeing the delivery of support work, intake, management of service users and staff. Requires a rotating 24/7 shift including morning, afternoon and night shift.
<i>The St Vincent de Paul Society is an Equal Employment Opportunity Employer</i>	

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 Team Leader will:

- Contribute to the successful implementation of the Strategic Plan in their team.
- Coordinate 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.
- Ensure at changeover that all objectives of the shift are complete and hand over to oncoming support workers all necessary information, documentation etc.
- Manage the internal supply of linen, and other necessary items.
- Coordinate and facilitate the needs of visitors to the building, this includes contractors and visiting staff.
- Coordinate the daily activities of the staff.
- Ensure that sound Work Health and Safety practices are being upheld within the service
- Work in cooperation with the Volunteer Coordinator and Coordinator, Matthew Talbot Catering, and provide monthly reports.
- Liaise with external agencies regarding vacancies and requests for accommodation
- Support and daily coordination of Support Workers.
- Develop and monitor ongoing rosters and ensure that all shifts are adequately filled.
- Demonstrate sound leadership qualities that encourage a responsive and high performing team.
- Undertake supervision and annual performance reviews with direct reports as per organisational policy and procedure.
- Support the Accommodation Manager, Matthew Talbot and Area Manager, Homelessness and Housing in promoting ongoing professional development of the team and align team members the goals of both the service and organisation. Report any professional development requirements of direct reports to Accommodation Manager, Matthew Talbot.
- Promote a high level of professionalism and integrity within the team.
- Ensure that direct reports are fulfilling their duties as per their Position Description and are fully engaged in all aspects of the work.
- Delegate tasks to direct reports as required, facilitate handover meetings and coordinate the distribution of weekly workload.
- Support the Accommodation Manager, Matthew Talbot in orientating and inducting new team members to the workplace.
- Report grievance, performance and/or staff conduct matters to line management as required.
- Ensure that security standards and procedures are observed at all times.
- Maintain a safe work environment and be proactive in ensuring Work Health and Safety in the workplace.
- Ensure that regular rounds are carried out during each shift.
- Ensure staff comply with the Society and Vinnies Services policies and procedures.
- Conduct regular monitoring of the security systems.
- Assist with the coordination of data collection within the service, including reviewing daily and client records.
- Provide regular written reports and information as required.
- Provide support to Accommodation Manager, Matthew Talbot with other administrative duties as required.
- Attend and participate in training and ongoing professional development opportunities.

- Coordinate and chair team and other meetings.
- Contribute to a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Contribute to effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Client's needs are met efficiently and effectively.
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents are minimised in our services.

Key working relationships

In addition to the Accommodation Manager, Matthew Talbot and their direct reports, the Team Leader will foster close working relationships with:

- Coordinator, Matthew Talbot Catering (Vinnies Services);
- Volunteer Coordinator, Inner City (Vinnies Services).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** (Level 2) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 2) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 2) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Minimum Cert IV or relevant work experience, or currently undertaking tertiary study, in welfare or related field.
- Demonstrated ability in supervision and coordinating site management.

- Highly developed written and oral communication skills.
- Demonstrated high level organisational, time management and collaborative skills.
- Experience working with challenging and diverse client groups with the ability to use sound judgement and act appropriately in crisis and emergency situations.
- Ability to work on a rotating roster, including weekend, as per the operational needs of the service.
- Current First Aid certificate (or willingness to obtain).

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- NSW driver licence.
- Demonstrated knowledge of issues relating to homelessness including but not limited to family breakdown, mental illness, drug, alcohol and gambling addictions.
- Experience in a hospitality, accommodation or service environment which required the demonstration of consistent quality standards.
- Ability to use client data base and Microsoft Office packages such as Word, Excel and Outlook.