

Manager, Homelessness and Housing Services – Metro Region

Position Description

Directorate:	Vinnies Services
Reports to:	Area Manager, Homelessness and Housing Services – Metro Region
Direct reports:	Caseworker Team Leaders
Location:	Flexible within Sydney metropolitan geographical area.
Primary position objective:	Drive excellence in service provision by providing day-to-day leadership for teams of case 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 & Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability 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.

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

Accountabilities and responsibilities

The Manager, Homelessness and Housing Services will:

- Ensure the successful implementation of the Strategic Plan in their team.
- Ensure the funding requirements and targets are met for the Service Package.
- Meet the requirements of the Department of Communities and Justice in implementing the Service package and its supports.
- Support the Regional team in local problem solving, working closely with members and volunteers, business partners, service delivery staff, and enabling functions staff.
- Ensure homelessness and housing services, including case management function, and outreach function are operating at required levels.
- Drive continuous improvement in services and programs, based on analysis of outcomes and impact.
- Co-design services and programs with the people we serve.
- Meet the expectations of government partners for the delivery of homelessness and housing to the community, including participation in relevant district meetings.
- Implement decisions required to support service-mix optimisation.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Increase the number of members engaged in homelessness and housing services.
- Ensure service information is regularly used to increase the impact of the homelessness and housing service package
- Ensure services are compliant with all relevant regulatory and quality standards.
- Ensure critical and other incidents are minimised in our services.
- Measure and report on service impact and outcomes and use this information to drive decision making.
- Ensure outcomes are achieved within the Service package and its operations.

Key working relationships

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

- Area Managers - Homelessness and Housing (Vinnies Services);
- Regional Partners located within their region, including Employment Relations, Work Health and Safety, Learning and Development, Mission and Spirituality, Facilities;
- SCIS Business Partner;
- Vinnies Membership;
- Other Vinnies Services team leader and Managers;
- Community Partners and Funding Bodies.

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 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 2) Support others to engage with, and adapt to change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society's strategic priorities.
- **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

- Relevant tertiary qualification/s including social work, youth work, community services or management.
- Demonstrated experience in management positions in a human services environment, particularly with the development and delivery of outcome focussed services.
- Sound knowledge of the specific service industry requirements to support clients experiencing or at risk of homelessness.
- Proven ability to apply advanced analytical, problem solving, and decision-making skills within a complex operating environment.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.
- NSW driver licence

Desirable criteria

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