

# Position Description

<b>Title</b>	Team Leader Homelessness to Home (H2H) Program
<b>Business Unit</b>	Housing and Homelessness
<b>Location</b>	105 Dana Street, Ballarat
<b>Employment type</b>	Full-time Maximum Term (2 years)
<b>Reports to</b>	Senior Manager Housing & Homelessness

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

### 1. Position purpose

The Team Leader - H2H will provide leadership, guidance and direction to the H2H team, through the Consortium, to ensure a high quality and inclusive service responsive to consumer needs. The Team Leader will oversee program implementation, delivery of support services, stakeholder relationships and integrated partnerships, program reporting and outcomes. The Team Leader will be involved in the evaluation of the program and in leading the Consortium team in the allocation of packages under the service agreement.

**This position may involve some work outside normal business hours.**

### 2. Scope

**Budget:**

TBC – budget oversight will be required in collaboration with the Senior Manager Housing & Homelessness.

## Position Description

### Team Leader Homelessness to Home (H2H) Program

#### People:

- H2H Case Coordinator
  - H2H Administration Worker
  - H2H Project Officer
  - H2H Tenancy Worker
- 

### 3. Relationships

#### Internal

- Senior Manager Housing & Homelessness
- Program Managers
- H2H Consortium
- H2H Team
- Homelessness Support Employees

#### External

- CatholicCare Consortium members
  - Department of Families, Fairness and Housing
  - Local community services delivering programs suitable for consumer referral and support
  - Consumers and their families
  - Other organisations as required (e.g. Health Services, Local Government, Victoria Police)
- 

### 4. Key responsibility areas

#### Service delivery / Program Management

- Implementation of the H2H program, including leadership of a multi-disciplinary team, planning, development and delivery of all consumer support services
- Coordinate an efficient referral and assessment system to engage with all consumers identified for H2H packages through Homelessness Emergency Accommodation Response Teams (HEART) in Ballarat and Central Highlands and Western District.
- Coordinate assessment, allocation and delivery of targeted and tailored or intensive support packages for consumers supported by H2H packages
- Based upon a strong working knowledge of the contributing factors to long-term homelessness, support the H2H team to undertake holistic assessment and deliver targeted and tailored or intensive case management support to consumers as appropriate
- Ensure care coordination services are provided through assertive and persistent practice to provide purposeful assistance to consumers with complex needs and challenging behaviours
- Liaise with housing and property services to ensure case management services are integrated and coordinated with tenancy management
- Provide multi-disciplinary support to those who are housed using the housing first principles of support taking in to account the impact of family violence, mental ill health, drug and alcohol use, unemployment and social exclusion

## Position Description

### Team Leader Homelessness to Home (H2H) Program

- Work closely with program partners to ensure program delivery meets the needs of Aboriginal and Torres Strait Islanders, and all consumers regardless of race, colour, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status
- Management of specialist homelessness services and other human services to provide support to consumers in their transition from emergency accommodation into transitional accommodation and beyond including:
- Collaboration with internal and external stakeholders to ensure wrap around services to meet consumer needs in maintaining tenancies
- Advocate and liaise with external agencies, including taking the lead in case coordination when required
- Lead the Uniting-CatholicCare Consortium in service delivery
- Pro-actively assist and support frontline staff to navigate and solve access barriers by forging and maintaining effective cross sector partnerships at a leadership level in order to enhance client access, reduce stigma and work towards collaborative and shared responsibilities
- Maintain an excellent working knowledge of accommodation, housing and support options for homeless people in Western District and Central Highlands, ensuring both existing and new options are actively communicated to relevant stakeholders

#### Quality and risk

- Lead the evaluation of H2H services in program appropriateness and effectiveness at both client and system levels
- Utilise H2H Program Monitoring Frameworks to monitor the program and performance of services
- Ensure relevant data collection is submitted as per specifications of the service agreement
- Contribute to program and system review and development, with a view to enhancing longer-term provision of effective service to consumers.
- Ensure program / activity risk assessments are undertaken and all necessary safety protocols are implemented, particularly given the complexity of consumer needs
- Understand, observe and adhere to all safe working procedures and maintain safe work practices.
- Work with the Quality officer to establish protocols and procedures for the H2H program

#### Finance Management

- Participate in the preparation of program budget and the appropriate allocation of resources
- Monitor program budget to ensure operation within guidelines and funding provided by the Department of Health and Human Services
- Oversee allocation of funds between program partners and approve brokerage expenditure to ensure consumer needs are met and resources are fairly and responsibly managed
- Submit monthly Service Provider Reports and fulfil the program funding acquittal process

#### People and teams

- Establish, lead, coach and inspire an engaged and productive team

## Position Description

### Team Leader Homelessness to Home (H2H) Program

- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values
- Promote opportunities for learning and reflective practice

#### Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risk

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position

---

## 5. Person specification

### Qualifications

- Tertiary qualification in social welfare / work or a related discipline. Bachelor level degree (preferred)

## Position Description

### Team Leader Homelessness to Home (H2H) Program

#### Experience

- Considerable experience in managing and leading a multi-disciplinary service delivery team within a highly demanding environment with multiple stakeholders
- Extensive knowledge of housing and homelessness services
- Experience of working with consumers with multiple complex needs
- Knowledge of integrated models of support including the Housing First model
- Knowledge of working in a community-based setting in partnership with government organisations
- An understanding of issues and context affecting Aboriginal and Torres Strait Islanders

#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
- **Relationship with stakeholders:** demonstrated ability to liaise, consult and negotiate with other agencies including support agencies, government departments and community service organisations
- **Advocacy:** demonstrated ability to strongly advocate for improved outcomes for consumers
- **Program implementation:** Demonstrated experience in planning and implementation of key program activities, including organisational and evaluation skills
- **Communication:** Highly developed interpersonal, written and communication skills and demonstrated abilities with computer programs and software
- **Program Delivery:** Demonstrated ability to oversee delivery of program with successful client outcomes and within budget

#### Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver’s License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

---

### 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.**

---

### 7. Acknowledgement

**I have read, understood, and accepted the above Position Description**

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>

**Position Description**  
**Team Leader Homelessness to Home (H2H) Program**

