

# Position Description

<b>Title</b>	Team Leader - Homelessness
<b>Business Unit</b>	Housing & Homelessness – Resilient Communities
<b>Location</b>	105 Dana Street, Ballarat 3350
<b>Employment type</b>	Ongoing – Full Time
<b>Reports to</b>	Senior Manager - 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

To oversee the operational requirements and coordination of:

- Initial Assessment and Planning service central to the operation of the Entry Point in Central Highlands Homelessness Alliance (CHHA); and
- Homelessness support services, including family support, PRAP (More Than a House) and PRAP Plus, and to provide assistance to the Senior Manager - Homelessness.

## 2. Scope

### Budget:

- Approximately 1.5 million

### People:

- Approximately 13 Staff across 2 teams

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### 3. Relationships

#### Internal

- Other service delivery staff, team leaders, management across Uniting

#### External

- Department of Families, Fairness and Housing
  - Other support agencies across the Central Highlands Homelessness Alliance
  - Other stakeholders as required
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### 4. Key responsibility areas

#### Service delivery

- Responsible for the day-to-day service delivery of the Initial Assessment and Planning (IAP) Workers and the Homelessness Support Workers to ensure a high level of service is provided to clients
- To provide guidance, feedback, debriefing and support to the IAP Workers and the Homelessness Family Support Workers, PRAP (More Than a House) and PRAP Plus as well as other housing team members, where appropriate and to assist the IAP Workers with difficult clients
- To assist the Senior Manager to develop and implement client services standards and associated procedures to ensure fair access to IAP and family support via the Ballarat entry point
- To develop and maintain community links, including providing information and education to other agencies which also includes the Federation University
- To represent the agency at meetings and / or other events on behalf of the manager of the program where it is impracticable for the manager to attend
- Responsible for implementing the monthly data upload from SHIP to Validata, monthly Service Delivery Tracking when requested and other reporting that may be required by the DFFH and Uniting
- Liaise with Support Agencies as required
- Other duties as required

#### People and teams

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

#### 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 risks.

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#### 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.
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#### 5. Performance indicators

- Achieve results as agreed in annual performance reviews.
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#### 6. Person specification

##### Qualifications

- Minimum suitable qualification in Community Services/Social Work.
- Associate Diploma in Management in Community Services desirable.

##### Experience

- Minimum 5 years' experience in working in Community Services Organisation.
- Experience in staff management desirable.

##### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Experience in Program Management and/or Co-ordination
- Extensive knowledge of the homelessness sector, including services, supports and allied services that are available to people experiencing homelessness.
- Highly developed interpersonal and communication skills.
- Demonstrated ability to liaise, consult and negotiate with other agencies including support agencies, Government departments and community organisations.
- Sensitivity to and understanding of marginalised sectors of the community including people experiencing housing crisis.
- Demonstrated planning and policy development skills.  
Demonstrated abilities with computer programs and software

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#### 7. 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 (and NDIS Worker Screening Check where relevant) 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.**

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#### 8. Acknowledgement

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

##### Employee

Name:

Signature:

Date: