

Position title	Manager Housing and Homelessness Services	Reference	MHHS W.DCS
Award & Classification	Social, Community, Home Care and Disability Services Award Level 7	Tenure	Refer to Letter of Engagement
Hours	Refer to Letter of Engagement	Reporting to	Operations Manager Darwin Community Services
Location	Darwin	Program	Housing Options Pathways Program & Garaworra Housing Service
Section	Darwin Community Services	Cost Centre	6100
Approved	Terry Cleary	Date	August 2017
Comment	The position will be based across the Darwin Community Services office sites. This position will require participation in the shared 24/7 On Call roster and involves flexibility in working outside business hours.		

AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our values of Integrity, Fairness, Respect, Community and Hope are demonstrated through our commitment to strength-based practice, cultural respect, child safety, social justice, community development and partnerships. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is an agency of the Anglican Church of the NT, formed to respond to the social needs of our diverse communities. We are a member of the Anglicare Australia network.

PURPOSE OF THE POSITION

As the Manager of Housing and Homelessness Services you will be responsible for the day to day operations of the Housing Options Pathway Program and Garaworra Housing services. You will be a positive leader for the team, provide direction, build effective relationships and identify training and development opportunities. You will also be responsible for overseeing operational quality and compliance using innovation and good practice principles to ensure we maintain a high level of quality services.

This position will be committed to the mission and embody the values of Anglicare NT and support core business by providing service, guidance and advice within the position's speciality area.

POSITION SPECIFIC REQUIREMENTS AND QUALIFICATIONS

1. The minimum qualification required is a Tertiary qualification in Human Services/Social Science or related fields and at least five of years experience in Housing and Homelessness /or Community Services working with individuals and families.
2. Northern Territory Working with Children Clearance (Ochre Card)
3. National Police Criminal History Report (less than 3 months old) with acceptable outcome.
4. Northern Territory driver's licence.
5. First Aid Certificate or willingness to obtain within 3 months.

KEY SELECTION CRITERIA

1. Demonstrated experience in a senior leadership role in housing and/or homelessness services or similar delivery context.
2. Experience and knowledge of case management principles, their application to practice and relevant case management service delivery experience.
3. Experience in implementing service change and reform and creating innovative responses to address needs.
4. Ability to maintain personal and professional boundaries and guide staff in complex client related decision making
5. Demonstrated experience in contemporary approaches to supervising and developing staff, including the provision of supervision and mentoring, undertaking performance reviews and building and managing multidisciplinary teams
6. Strong work ethic, good time management and demonstrated resilience and prior experience responding to stressful situations and/or critical client related incidents
7. High level interpersonal skills including the ability to resolve conflicts within the service, negotiate with service providers, liaise with workers and organisations in both the government and non-government sector and promote Anglicare within the community.
8. Prior experience or at a minimum demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff and Aboriginal Controlled Organisations.
9. Demonstrated capacity and willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

KEY ACCOUNTABILITIES AND RESPONSIBILITIES

1. Accountability: Quality Client Service Management

Lead the Darwin adult housing and homelessness services in the provision of quality, timely and professional client services, ensuring good practices are applied and contract obligations are met.

Responsibilities:

- Lead the development and delivery of case management and property management services that are relevant, accessible and responsive to client needs and challenges.
- Provide professional, family friendly case management services and practical assistance to the target group in line with Anglicare NT policies, procedures, standards, contracts, work plans and legislation.
- Ensure client interventions and case management services are culturally safe, strengths based, solution focused and trauma informed with a focus on engagement, respectful relationships and practical outcomes.
- Ensure safety and risk audits in relation to client work are undertaken, putting appropriate strategies in place in terms of family violence/the potential for aggression and child protection considerations.
- Oversee and ensure accommodation facilities and grounds are well maintained with good amenity and family friendly, while being functional and meeting WHS requirements at all times.
- Co-ordinate service activities to ensure staff work professionally and effectively to empower people and their children, who are at risk of homelessness or residing at Garaworra Housing Service.
- Establish and maintain a service culture of client/tenant participation, empowerment and informed decision making; ensuring client/tenant rights are acknowledged.

- Provide targeted stage/age appropriate individual & group activities group work which promote social and cultural connections, development of relational and practical life skills and participation opportunities.
- Provide a range of opportunities for clients to be actively involved in decision-making processes, service design, continuing development and promoting broader social change.
- Ensure individuals and families have access to appropriate information and resources, and service responses are developmentally and culturally appropriate.

2. Accountability: Leadership and Management

Provide operational leadership and management and promote a culture of trust, mutual respect, collaboration, information sharing and innovation within the Darwin Adult Housing and Homelessness teams.

Responsibilities:

- Provide effective line management, supervision, support and mentoring to the Garaworra Housing Service and Housing Options Pathways staff.
- Foster a team based approach to case management by participating in and promoting team debriefing and case consultation.
- Ensure that programs are outcomes focussed and that service delivery is coordinated so as to provide a continuum of support services to clients; and barriers between programs are removed
- Manage and participate in the shared 24/7 On Call system; providing phone and/or onsite support and practice advice as required.
- Ensure professional and supportive annual staff performance and professional development.
- Ensure timely approval of rosters and leave applications.
- Convene regular team meetings, team building and case review sessions with the staff
- Work closely with the Operations Manager and Human Resources on any industrial matters as directed.

3. Accountability: Quality Systems & Continuous Improvement

Develop and implement quality operational systems and provide leadership in a continuous improvement approach to work practices.

Responsibilities:

- Ensure the Garaworra Housing Service and the Housing Options Pathway Program, in particular the supportive tenancy management aspect, provides a high level of professional service to clients and all other stakeholders.
- Develop and review the Housing Services framework, forms, systems and processes to ensure the effective delivery of the service area, ensuring forms and templates are developed and reviewed according to Anglicare NT Document Control guidelines.
- Lead and contribute to quality service delivery through continuous improvement activities including case reviews, service reviews and the integration of client feedback.
- Ensure comprehensive client data is entered correctly into the Special Homelessness Information Platform (SHIP), and client file records are up to date, in good order and filed correctly. Undertake regular SHIP client data auditing.

4. Accountability: Resource And Risk Management

Ensure assets, financial resources and risks are managed appropriately.

Responsibilities:

- Ensure professional financial management is undertaken including monitoring of tenant rents, bonds, and maintaining professional financial records and auditing process.
- Assist in the preparation of annual budgets, approve program specific expenditure and ensure accurate financial and client records are maintained in in line with Anglicare NT policies, procedures, standards, Delegation of Authority and legislation.

- Ensure that services under direct responsibility operate within the approved annual budget and implement agreed initiatives and strategies to address budget variances.
- Work closely with the Property and Tenancy Manager to ensure an understanding of key financial accountabilities and maintenance of assets.
- Ensure all incident reporting requirements are responded to in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Ensure administrative, finance, HR, risk management and asset management procedures are adhered to.

Stakeholder and Relationship Management

Develop and maintain effective and collaborative relationships with key stakeholders in order to leverage support for Darwin Housing services and the homelessness sector.

Responsibilities:

- Maintain network of relevant government and non-government organisations and relevant private providers in order to leverage support for the target group.
- Ensure engagement with stakeholders to develop and work together on community projects of common concern
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing individuals and families who are at risk of homelessness.

5. Other Duties and Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- Model Code of Conduct behaviours by working cooperatively and effectively with colleagues and other staff
- Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/customer related behavioural risk and contribute to maintaining a safe work environment.
- Support activities related to Anglicare NT's Reconciliation Action Plan including participating in Aboriginal and Torres Strait Islander Cultural competency training and activities.
- Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- Actively participate in supervision, performance reviews, professional development activities and training as required.
- Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.
- Other suitable duties as may be directed from time to time

DELEGATION OF AUTHORITY

- Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).