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| **Position Title & Level/Grade:** | Manager, Homelessness services and Family Support. Level 6 – 7 depending on experience. | **Department:** | Youth, Mental Health, Homelessness and Family Support. |
| **Reports to:** | Director, Youth, Mental Health, Homelessness and Family Support, Portfolio. | **Supervises:** | All Staff within ASSIST, MINOSA House, Reconnect ACT, Reconnect Central West, Youth Housing Support Service and Youth and Family Case Management Service. |
| **Internal Liaisons:** | CatholicCare Leadership Team. | **External Liaisons:** | Community Services Directorate (funding body), and Department of Social Services (funding body) and other key stakeholders and relevant agencies. |
| **Position Objective** | The Manager, Homelessness services and Family Support is responsible for ensuring all program contractual requirements are met through the monitoring of day to day service delivery and supervision of staff. This role directly managers the following programs: ASSIST, MINOSA House, Reconnect ACT, Reconnect Central West, Youth Housing Support Service and Youth and Family Case Management Service.The Manager, Outreach and Residential Services will be expected to liaise with government, & non – government services and promote CatholicCare within the community. The Manager, Outreach and Residential Services will be required to work within a risk management & quality assurance framework and provide guidance, support and training to staff as required. Excellent report writing, communication and IT skills are essential. Participation in an On-Call roster is required. |
| **Key Responsibilities** | **Operations and Contract Management*** Ensure compliance with contractual requirements across all programs including data collection, input and extraction.
* Complete reporting requirements to funding bodies for all programs.
* Manage and allocate resources according to priorities and within budget parameters
* Maintain effective administrative functions including, records, statistics and reports relevant to the program.

**Staff Management & Development** * Directly supervise case managers, support workers, trainee’s and student placements regarding performance and contract requirements across all programs.
* Ensure information is provided to staff regarding policy and procedure information, any changes to the organisation, rostering issues, complaints, feedback etc.
* Participate in the recruitment of staff, both within the Youth, Mental Health, Homelessness and Family Support Portfolio and the wider agency as required.
* Complete induction, probationary reviews and performance appraisals in line with agency policy for all personnel under the positons delegation.
* Ensure each staff member attends Monthly Professional Supervision.
* Ensure each staff member undertakes professional development as per individual Professional Development Plan, including program specific core training.

**Quality Assurance*** Adheres to CatholicCare’s Code of Ethics and Conduct.
* Participates in Quality Assurance and Policy Reviews.
* Process incident reports when required and report to Director.
* Adhere to Work Health & Safety policies by monitoring direct service practices and environment and developing and maintaining risk management plans across programs.

**Risk Management*** Comply with Organisational, Portfolio and Program Specific Policies and Procedures.
* Comply with Workplace Health and Safety Laws.
* Conduct monthly Work Health and Safety Inspection’s on the MINOSA House property.

**Networking*** Attend and professionally represent CatholicCare at external network meeting, forums, committees, conferences and consultations.
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| **Key Selection Criteria** |
| * Relevant tertiary qualifications and experience in social welfare, social work, psychology or related field and at least 12 months’ experience directly managing staff and program(s).
* Knowledge and experience in change management, specifically in terms of reviewing programs and implementing new systems and processes.
* Highly developed problem-solving skills.
* Demonstrated awareness of the relevant principles and practices such as EEO, WH&S, Confidentiality and Duty of Care.
* Hold a current drivers’ license, a current Working with Vulnerable People card and be willing to undergo a police check.
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| **Experience & Knowledge** | * Knowledge and understanding of the key issues people who are homeless or at risk of homelessness experience.
* Knowledge and understanding of the key issues facing families with complex needs.
* Knowledge of related standards, laws, legislation, awards regulations and codes.
* Knowledge of EEO, Work, Health & Safety and Privacy and Confidentiality policies and legislation.
* Understanding of Quality Assurance Standards, protocols and implementation.
 | **Attributes** | * Evaluating and monitoring own performance.
* Having knowledge and confidence in own ideas and vision.
* Articulating own ideas and vision.
* Taking responsibility.
* Working ethically.
* Working under pressure.
* Demonstrating resilience.
* Being patient and persuasive.
* Being punctual and meeting deadlines.
* Accepting change.
* Empathetic.
* Emotional Intelligence.
* Commitment to Social Equity.
* Sense of Humour.
* Enthusiastic and Positive.
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| **Employee Declaration**  |
| I have read this document and agree to undertake the duties and responsibilities as list above.I acknowledge that:* This position description details the accountabilities of the role and provides an indication of the current duties and tasks that I may be required to undertake. Additional or other duties may from time to time be allocated in order to fully meet the responsibilities of the role, team and any organisational objectives.
* The measures where included in this document are indicative and will be reviewed with me on an annual basis and that my performance will be evaluated against these measures.
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| **Employee** |  |
| **Signature** |  |
| **Date** |  |