Position Description:

Team Leader – Intake and Rooming House Support Services

Reports to: General Manager – Homelessness Services
Supervises: Up to 10 EFT staff and students
Office Locations/s: Knox
Date: May 2016

Organisation

UnitingCare Harrison is a mission of the Uniting Church in Australia Synod of (Vic/Tas) and as such we are part of the church and affirm its principles and philosophies. Since the 1960s UnitingCare Harrison has been offering general welfare services in the Eastern Metropolitan area of Melbourne. UnitingCare Harrison has three streams of service provision: Disability Services, Homelessness Services and Housing Services.

With over 140 volunteers and more than 80 employees, UnitingCare Harrison supports more than 400 people at any time and provides tenancy management to about 250 residents.

The UnitingCare Harrison website provides further information relating to the strategic plan and the organisational structure: [www.unitingcareharrison.org.au](http://www.unitingcareharrison.org.au).

Mission

UnitingCare Harrison assists people to take charge of their own lives.

Values

UnitingCare Harrison’s work is inspired by its Christian foundations and the Statement of Purpose of UnitingCare Victoria and Tasmania.

Hope: UnitingCare Harrison believes people have the capacity for positive change.

Excellence: UnitingCare Harrison is a responsible steward of all its resources striving for the best in everything it does.

Compassion: UnitingCare Harrison listens and works together with people to find solutions, having particular concern and empathy for those who are vulnerable, poor and marginalised.

Integrity: UnitingCare Harrison acts ethically at all times.

Equity: UnitingCare Harrison stands for justice and a fair go for all people regardless of their background, ability or circumstances.

Independence: UnitingCare Harrison fosters self-reliance.

Vision

UnitingCare Harrison will be an influential leader in the provision of quality housing and community services.
Program/Project

Open Door
The UnitingCare Harrison “Opening Door Program” is part of an Eastern Metropolitan Region response to the Victorian Homeless Strategy to improve the referral process for homeless people. This program is linked to four other Opening Doors which are strategically placed throughout the Eastern Region.

The Intake Support Programs which include the Open Door Intake team, and Material Aid programs are an integral part of the UnitingCare Harrison Homelessness Services Stream. This stream also includes the Accommodation Options For Families, Additional Support For Families, Private Rental Brokerage Program Support for Families at Risk of Homelessness, A Place To Call Home, Single Adults, Youth, Family and Multicultural Transitional Support teams, WHISH Social Housing Advocacy and Support Program Teams, Box Hill Outreach Program and the HOPE Program.

The Intake Support Programs provide intake, assessment, planning and follow up outreach support to families, single adults, youth and couples in the Eastern suburbs of Melbourne who are homeless, at risk of homelessness or living in unregistered and unsafe rooming houses. The aim of the program is to support clients to access and maintain various short, medium and long term housing options while addressing those support needs which contributed to their homelessness and may place their current housing at risk. The program is for people from all ethnic, cultural, indigenous or religious backgrounds who are homeless or at risk of homelessness.

This role will work closely with the Team Leader Youth Homelessness Services who manages the Opening Doors Family Reconciliation Program.

Opening Doors Family Reconciliation
This program provides a timely response to young people who may be presenting to the Eastern Regions’ Opening Doors at the onset of possible homelessness.

The program is a mobile service that will provide advice and information to the Opening Doors around family reconciliation and provide young people with a response to resolve issues and maintain their accommodation within the family context.

The program will assess young people’s circumstances to ascertain whether a family reconciliation response and advocacy can prevent the young person leaving home. Where the young person does need to move out of home the Family Reconciliation Support Worker will work with the young person and family to ensure, where possible, that lines of communication are still open.

This program will provide direct service delivery around short term case management, mediation and family reconciliation responses for young people and their families. Attached to the program will be a property that can be used for respite placements as required.
Rooming House Support Program

The Rooming House Support Programs provide intake, assessment, planning and follow up outreach support to families, single adults, youth and couples in the Eastern suburbs of Melbourne who are living or at risk of living in unregistered overpriced and unsafe rooming houses. The aim of the program is to support clients to access and maintain various short, medium and long term housing options while addressing those support needs which contributed to their homelessness and may place their current housing at risk. The program is for people from all ethnic, cultural, indigenous or religious backgrounds who are homeless or at risk of homelessness.

The Rooming House Support Programs which include the Accommodation Options For Families, Additional Support For Families, Private Rental Brokerage and Material Aid programs are an integral part of the UnitingCare Harrison Homelessness Services Stream. This stream also includes the Support for Families at Risk of Homelessness, A Place To Call Home, Additional Support For Families, Private Rental Brokerage Program, Single Adults, Youth, Family and Multicultural Transitional Support teams, WHISH Social Housing Advocacy and Support Program teams, Youth Homelessness, Leaving Care, Creating Connections, CEEP, Finding Solutions, Adolescent Support and Stronger Families.

The Team Leader also plays an important role in the Homelessness Leadership team which includes the General Manager Homelessness Services and Homelessness Team Leaders and Senior Workers.

Key Selection Criteria

Sound understanding of the principles of service delivery within the Community Services sector.
Demonstrated community networking and program development skills.
Demonstrated staff supervision and leadership skills.
Demonstrated ability to deal with challenging clients and complex issues.
Capacity to promote initiative, positive change and ongoing development of people and processes.
Demonstrated capacity to set and achieve goals through planning, organising and implementing in a consultative and co-operative manner.
Capacity to foster a culture of open communication, mutual respect and strong links with other services within the region.
Ability to lead effectively in highly stressful situations using a calm, resilient and assertive manner.
Sound computer skills and literacy.
A current Victorian Drivers Licence.
Any offer of employment is dependent on satisfactory safety screening checks.

Qualifications

Mandatory
Relevant tertiary qualification in Social Work, Welfare or Housing.
Current Victorian drivers licence is required.
Experience
Experience in the homelessness services field and an understanding of current issues and awareness of future directions.
Experience in crisis and transitional case management practices and strategies.
Experience in networking with Open Doors, THM, OoH, Social Housing, Child Protection, Child First services.

Legal Compliance
To keep abreast of and comply with all relevant Federal, State, Council, acts, laws, regulations and prescripts including all relevant Funding Agreement Guidelines and their reporting requirements:
Children, Youth and Families Act 2005
Supported Accommodation Assistance Act 2005
DHHS Critical Client Incident Management Instruction 2014
Privacy Act (Cwlth) 1988
Information Privacy Act 2000 (Vic)
Privacy Amendment (Enhancing Privacy Protection) Act (Cwlth) 2012
Equal Opportunity Act 2010 (Victoria)
Racial Discrimination Act 1975 (Commonwealth)
Sex Discrimination Act 1984 (Commonwealth)
OH&S Act 2004 (Victoria)
OH&S Regulations 2007
Fairwork 2009
Residential Tenancy Act 1997
Victorian Civil and Administrative Tribunal (VCAT)
OoH, Housing Standards Policy Manual
OoH, Public Housing Policy and Procedures Manuals
Department of Human Services/OOH Segmented Waiting List
Department of Human Services – Child Protection

Key Attributes
Flexibility
Innovative in the face of changing circumstances
Self-starter/hands-on person
Relates well to clients
Encourages energy and enthusiasm from others
Displays a keen interest in both team and self-development
Interacts professionally and ethically with fellow managers, staff and clients
Demonstrates compassion through displaying empathy and consideration for others
Approaches change and new situations as opportunities for growth and learning
Operates effectively in highly stressful situations
Makes sound decisions in the face of competing influences and demands

Position
The position is full time.
Key Responsibilities and Duties

Key responsibilities for this position include but are not limited to:

Duties-

Leadership-
- To actively lead the Senior Worker and case work staff and participate in the delivery of client services across the Homelessness services and to take responsibility for the quality and outcomes of those services.
- To be available to cover duties and responsibilities when other Line managers are on leave or unavailable. This will require occasionally reprioritising other duties as required.
- To empower staff to manage their case work and be accountable for the outcomes of such.
- To be involved in regular networking and communication with other regional Open Door agencies and key stakeholders to promote understanding and co-operation to enhance cross service delivery.
- To provide high-level leadership, support and direction to the Homelessness Services’ staff team and students.
- To provide appropriate supervision to staff in accordance with UnitingCare Harrison policy.
- To provide staff with opportunities to strengthen and develop their professional potential.
- To ensure appropriate training and performance management plans for each staff member are in place and that these plans are reviewed.
- To ensure compliance with funding, service agreements and program targets.
- To sign off on all office correspondence, OoH Segment applications, and address any day to day office tasks or issues.
- To plan for, attend and actively participate in the Homelessness Services’ leadership, staff team meetings and program planning days.

Staff and Performance Management-
- To facilitate appropriate training opportunities for staff, both in house and external to ensure ongoing staff development and skill relevance.
- To provide in-depth orientation, induction and probation review milestones for all new staff members.
- To maintain own professional knowledge, skills and contribute to the identification of UnitingCare Harrison’s learning needs and professional development plans.
- To ensure all staff undertake regular performance reviews, manage any grievance and disciplinary procedures as delegated.
- To provide Line manager with a summary report in relation to annual staff appraisals including identified staff strengths and weaknesses and training needs.
- To ensure the staff performance plans are developed, monitored and reviewed against both the UnitingCare Harrison Board and Homelessness Services’ Quality Work Plans yearly.
- To ensure staff are fully aware of relevant regulations and organisational policy, regional initiatives and procedures applicable to their activities.
- To adhere to the agency’s supervision policy and address any performance, OH&S or HR issues that arise in a timely fashion.
Finance, Resource Management-
- To monitor systems and processes to make sure the resources and Brokerage are being used as planned and in accordance with policy and funding guidelines.
- To provide advice to the General Manager to assist with determining spending priorities within the parameters of program budgets, HEF and Brokerage funds.
- To oversee the administering, allocation and reporting of Emergency Relief Funds, HEF and brokerage funds.
- To advertise PWP/Crisis motel/ Crisis AOF, and Staff vacancies, allocate support referrals and manage the Intake Whiteboard and AOF properties.
- To ensure that all vehicles, telephones and other UnitingCare Harrison resources are being utilised appropriately and reported on within the relevant policies and procedures.

Service Planning, Development, Review and Data reporting-
- To actively contribute to both UnitingCare Harrison and the Homelessness Services' planning, reporting and review processes.
- A commitment to promote and monitor UnitingCare Harrison policies and procedures, values and mission both within and outside the organisation.
- To identify service gaps, enhancements, funding opportunities and document policy/procedural changes appropriately.
- To ensure that staff understand the agency planning/reporting process and operational tasks.
- To manage the active staff caseloads on the SHIP Team List and coordinate with SW allocations and active client turnover in the crisis Motel, PWP and AOF crisis properties.
- Update the congregations linked to the Church Manse (AOF Crisis) properties with clients’ outcome stories.
- To promote and monitor staff utilisation of the SHIP client’s case management system.
- To promote, monitor and train staff in utilisation of the SHIP clients’ case management system, prepare and send monthly SHORE extracts to AIHW, Secure Data Exchange monthly DHHS reports.
- To provide the GM with a brief Program Report covering teams, staff, networks targets and outcomes by the first Monday of each month.
- To coordinate staff attendance at, and feedback from, regional networking meetings and training opportunities.
- To organise and facilitate staff working groups to develop and review new policies or procedures or information gathering activities within the Homelessness services portfolio.
- To inform the General Manager in relation to identified service gaps or poor performance.
- To oversee staff reporting, investigating and timely lodging of incident reports to DHHS and notifications.
- To ensure all consumer complaints are dealt with in a timely fashion and in accordance with agency policies.
- To inform line manager of any identified risks and to gain an appropriate control to mitigate such.
Continuous Quality Improvement-

- To monitor the programs to ensure that service delivery standards are maintained and Occupational Health & Safety requirements are adhered to.
- To encourage the development of a client-orientated and empowering service system and implement strategies accordingly.
- To assist in the development and implementation of new program initiatives, high quality agency policies and procedures which will be incorporated into the Continuous Quality Improvement strategy.
- To ensure systems, records and reporting procedures are maintained according to legislative requirements and UnitingCare Harrison’s Policy and Procedure Manual.
- To drive with the staff teams the ongoing reviewing of the program policies and procedures so they remain congruent with the National/State Housing Accreditation Standards and the Homeless Service System Standards.
- To register all the updated Homelessness Services’ policies and procedures through the UnitingCare Harrison Continuous Quality Improvement processes.

Other duties as required.

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<tr>
<th>Key Performance Indicators</th>
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<td><strong>Participation in at least one of the following:</strong></td>
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<td>- Agency committee</td>
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<td>- Working group</td>
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<td>- Collocation site or Pilot project</td>
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<td>- Provide training or mentoring to peers and students during placements</td>
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<td><strong>Leadership:</strong> Meets requirements as outlined in Key Responsibilities and Duties and in accordance with UCH policies and procedures</td>
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Continuous Quality Improvement

UnitingCare Harrison is an accredited agency and staff are expected to take an active part in Continuous Quality Improvement processes (CQI).
Work Conditions

Police Check and Working with Children Card

We are a child safe employer. The employee shall provide a Police Check (less than 12 months old) and Working with Children Card for sighting and Registration numbers will be recorded. This must be provided on (or before) commencement of employment.

Performance Development Review (PDR)

A PDR will be conducted monthly during the six month probationary period and then on an annual basis with the Line Manager. This appraisal will be based on this position description.

Hours of work

Hours of work are usually 9am – 5.06pm Monday to Friday, however it is expected that the staff member will work after hours and weekends where it is appropriate and required.

Induction

Staff induction will be carried out in the first two weeks of employment by the Line Manager.

Salary

Salary will be according to the Social, Community, Home Care and Disability Services Award Level 6 up to Level 7. This position is UnitingCare Harrison Management Tier 2 - according to qualifications and experience.

Use of motor vehicle provided: business and private use. Note: For private use cost of petrol to be provided by employee. Vehicle to be returned to Wantirna Office during absences exceeding 6 weeks.

Team Leaders will receive 12 monthly RDOs per annum. These must be taken each month and are not accruable.

Salary sacrifice is available.

All entitlements are portable within UnitingCare agencies within Victoria/Tasmania.

Staff Benefits

According to the Staff Benefits Policy

Staff training and development

Staff training and development is provided through:

- Basic training - induction training; compliance with the agency’s legislative responsibilities such as occupational health and safety (including the use of equipment), privacy, equal opportunity, harassment
- External training - provided by relevant external agencies

Staff training and development will be identified through the following:

- Probation reviews
- Staff meetings
- Annual Performance Development Review.

Supervision

The position reports to the General Manager Homelessness Services
## Verification

I have read the position description and I am satisfied that it accurately describes the position. We agree that any changes will be made in consultation with the employee.

**Manager or Team Leader**

Name: __________________________________________

Signature: _______________________________________

Date: _____ / _____ / _____

I have read this position description and agree to undertake the duties as described above. I agree that:

- This position description is a good indication of the duties and responsibilities that I may be required to perform. Any additional duties and responsibilities may be allocated to me by my line manager, following consultation and discussion with me. Where additional training or support is required to fulfil additional duties, it will be provided.

- This position description will be reviewed regularly in consultation with me.

- The KPIs indicated in this document will contribute to my annual performance review. These KPIs will also be reviewed regularly in accordance with the needs of the role.

**Employee**

Name: __________________________________________

Signature: _______________________________________

Date: _____ / _____ / _____