



<b>POSITION TITLE:</b>	<b>Housing Support and Linkages Manager</b>
<b>POSITION NUMBER:</b>	<b>CS069</b>
<b>POSITION LOCATION:</b>	<b>Warrnambool</b>
<b>CLASSIFICATION:</b>	<b>SCHADS Level 7 (PayPoint will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)</b>
<b>TEAM /DIVISION:</b>	<b>Housing Support &amp; Linkages Programs – Family and Individual Support Services</b>
<b>EMPLOYMENT CHECKS:</b>	<b>Current National Police Check, Working with Children Check and NDIS Worker Screening Check</b>

## OUR ORGANISATION

Brophy Family and Youth Services (Brophy) is a not for profit organisation, with a community based Board of Directors. Our service provides a wide range of family, youth and children services across South West Victoria. We are a multi – site organisation, and employees may be required to work at any of our sites. These sites are based in Warrnambool, Portland and Hamilton.

Brophy values the safety of all children and young people and has zero tolerance for any form of child abuse or harm. We listen to and ensure the participation and empowerment of all children and young people.

The cultural safety of First Nations people is important to us. We seek to maintain a safe environment so the diverse and unique identities of First Nations people are respected and valued.

At Brophy young people will be supported to express their culture and enjoy their cultural rights.

Brophy has a zero tolerance of racism and has an expectation that staff and volunteers will act on incidents of racism.

Brophy actively values and promotes diversity in our community and affirms our commitment to be inclusive and respectful to all, regardless of gender, age, race, sex, sexual orientation, religion, level of ability, cultural or language background.

We welcome people who are LGBTIQA+ (lesbian, gay, bisexual, transgender, gender diverse, intersex, queer, plus other sexual minority identities), and are accredited under the Rainbow Tick Standards for LGBTIQA+ inclusive practice.

Our values are: Social justice, Professionalism, Empowerment, Responsiveness and Partnership.

## DIVISION AND PROGRAM OVERVIEW

The Family & Individual Support Services Division incorporates the following programs: Integrated Family Services, Family Violence Programs, Housing and Support Linkages and the Orange Door. These four teams deliver 20 programs to a diverse range of people in our community.

The Division's purpose is to build the capacity of vulnerable families and individuals to enable them to self-manage and be the best they can be. A number of key frameworks and models are used by the division's enthusiastic and skilled staff to achieve this purpose. These include but are not limited to: Best Interest Framework, Gender and Trauma Informed practice, Duluth curriculum of Men's Behaviour Change Program, Safe and Together Principles, Motivational Interviewing and task focussed interventions.

The Housing Support and Linkages (HSL) team work primarily with adults over 25yrs of age. The Rough Sleeping program, Community Reconnections program, Supported Residential Services Outreach and Assistance Program, Tenancy Plus program, Friday Feed program and No Interest Loan Scheme programs are delivered within the HSL role. Programs are delivered across the region and use various interventions that support adults, families and people with disabilities.

## **PRIMARY PURPOSE OF ROLE**

The Manager will manage the program areas within the Housing Support and Linkages team. These programs focus on housing, safety, health, and the wellbeing of individuals and families.

The Programs areas include:

Community Reconnections Program – aims to work with people over 25 years of age, who are in receipt of a full payment benefit from Centrelink, experiencing homelessness or at housing risk, and link them to services necessary to assist their needs.

Tenancy Plus Program – aims to assist Social and Public Housing tenants to establish and sustain their tenancy to reduce the risk of homelessness.

Rough Sleeping Program – focuses on assertive outreach support for people who are experiencing homelessness or are at risk of reoccurring homelessness in the Warrnambool City Council area.

Supported Residential Service Outreach and Assistance program offers support to residents in Supported Residential Services within Warrnambool.

Friday Feed Community Meals Program – offers community meals to people experiencing homeless, food shortage and those that need food relief.

No Interest Loan Scheme - provides individuals and families on low incomes with access to safe fair and affordable credit.

The services utilise assertive outreach, active engagement, case management, in home support and practice and social assistance. In this role, the Manager is expected to have a sound knowledge of the principles and processes of relevant legislation pertaining to homelessness and safety.

## **ORGANISATIONAL RESPONSIBILITIES AND ACCOUNTABILITIES**

The Manager, Housing Support and Linkages, will establish appropriate community contacts and develop and maintain working relationship with a broad range of stakeholders in the provision of all the Housing Support and Linkages programs towards achieving outcomes for individuals and families.

A commitment to excellence in customer service to a diverse range of clients and workers is required along with the ability to negotiate, consult and liaise with other industry professionals.

This position is based at our Warrnambool site and works closely with the Executive Manager, Family and Individual Support Services to plan and implement programs across the organisation. As a result, the role requires strong leadership, along with the ability to make sound strategic decisions, in some instances in crisis or stressful situations, whilst maintaining confidentiality and professional boundaries.

The role is required to lead a truly diverse team of professionals to achieve program goals and client outcomes, monitor staff and ensure they maintain accurate client records, actively participate in and contribute to program service planning, along with all annual improvement activities to assist to lead in the achievement of organisational goals.

As this position regularly engages with other agencies, the Manager, Housing Support and Linkages must be able to work collaboratively with others, maintain professionalism and actively promote Brophy Family and Youth Services to the region and beyond.

## REPORTS TO

The position reports to and is supervised by the Executive Manager – Family and Individual Support Services Division.

## KEY RESPONSIBILITIES

### *Personal and Professional*

- Embrace Brophy's commitment to child safety and wellbeing and demonstrate this through practice that reflects equity and inclusion, cultural safety and ensuring the safety and wellbeing of all children and young people.
- Develop and oversee program's professional development plan, targets and budget.
- Provide mentoring, support and consultation to program staff to promote advantaged thinking practices.
- Ensure compliance with the relevant program Service Standards and Brophy's clinical governance and quality frameworks.
- Deliver and participate in supervision, support and reflective practice, as negotiated with Line Manager.
- Participate in the Performance Management process as required.
- Demonstrate a commitment to ongoing skill development and training both personally and professionally.
- Provide leadership during crisis and stressful incidents and monitor staff wellbeing.
- Participate in all core training to ensure integrity of the agreed model of service delivery.

### *Technical Skills*

- Manage program funding delivery in relation to project grants and evaluation reports.
- Undertake research, service mapping, needs analysis and program evaluation to meet best practice and inform program planning and implementation.
- Lead and effectively administer the programs services in accordance with program service plans, service agreements and funding body requirements, including providing operational support to the staff in the programs.
- Act as Line Manager as required.
- Ensure you and team members have access to and comply with legislation, standards, policies, practices and procedures relevant to the program.

- Ensure a professional and ethical standard of care and service provision according to the philosophy of Brophy Family and Youth Services.

#### Customer Service

- Promote the program's services and the Agency throughout the region.
- Develop and maintain effective working relationships with a broad range of stakeholders and services, across a variety of sectors to ensure an integrated and collaborative approach that supports positive client outcomes.
- Demonstrate an awareness and practice in response to the diverse needs of clients.
- Demonstrate an understanding of rural communities and the issues they face.

#### Continuous Quality Improvement

- Seek and review consumer feedback regarding the effectiveness of the programs services as part of the Brophy Clinical Governance Framework.
- Participate in program evaluation activities that promote advantaged thinking and contribute to improved outcomes for clients.
- Participate in and contribute to Brophy quality improvement processes and other activities to meet service and accreditation standards.

#### Team Work and Communication

- Lead and promote the development of a learning culture within the program team that fosters and drives improved client outcomes.
- Facilitate daily and weekly/monthly team meetings and team planning days.
- Lead in ways which capture, communicate, and share innovative ideas and practices.
- Model appropriate leadership behaviours to all workers across the Agency.
- Develop, support, and maintain a positive team approach across the program area, Agency and with other service providers and partners.
- Manage conflict and disputes in a professional manner and in accordance with Brophy policy and procedures.
- Promote effective team communication and development by working professionally and co-operatively with all stakeholders to achieve the Agency's objectives.
- Participate in the development of consumer participation activities within your team and Agency.
- Undertake other appropriate duties as directed by the Line Manager.

#### Administration and Documentation

- Ensure best practice and professional standards for written correspondence produced by program staff.
- Take responsibility for accurate, confidential, and timely case-noting, record keeping, filing and general maintenance of client information, in accordance with relevant program and agency requirements and standards.
- Ensure all relevant program planning, documentation; evaluation and reporting are completed in a timely and accurate manner.
- Ensure all relevant policies and procedures are implemented and adhered to, including the complaints handling procedures and methods for responding to critical incidents.

### **GENERAL RESPONSIBILITIES**

- Adhere to Brophy's Employee Code of Conduct, and internal policies and procedures.
- Embrace and abide by Brophy's Child Safety and Wellbeing Policy.

- Actively participate in all required supervision, annual performance management process, professional development, and training activities.
- Participate in and contribute to Brophy Family and Youth Services quality improvement process and other activities to meet service and accreditation standards.
- Participate and contribute to the culture of a Learning Organisation environment.
- Maintain a healthy and safe work environment including supporting the monitoring and management of risk and WHS systems.
- Participate in the development of consumer's participation activities within your program and Brophy.
- Act on any incidents of racism or discrimination.
- Demonstrate and commit to Brophy's organisational values and model these daily.

This position description describes in general terms the requirements for this position to operate on a normal day to day basis. However, these duties maybe amended or varied from time to time, within the normal capacity of the role without changing the level of responsibility.

## KEY SELECTION CRITERIA

### Qualifications:

- A minimum qualification of a sector recognised and accredited Bachelor of Social Work or Diploma in Community Welfare Work or equivalent. (Qualifications must be approved by recognised professional bodies: ie. AASW, Community Services Council, APS etc.)
- A current Drivers Licence.

### Experience, Skills, and Abilities

The successful candidate will have the best combination of the following characteristics:

- Demonstrate a sound understanding of issues confronting disadvantaged people experiencing or at risk of homelessness.
- Demonstrate an understanding of the impact of developmental trauma on individuals as adults
- Demonstrate a working knowledge of case management, practice frameworks and models relevant to working with individuals and families.
- Ability to make timely, sound decisions and assessments regarding individuals and families particularly when under pressure
- Demonstrated effective leadership skills and ability to facilitate a team approach to achieve service objectives.
- Demonstrated knowledge and understanding of the appropriate legislation, case management practice, and the ability to adhere to policy and procedures.
- Excellent communication and interpersonal skills including the ability to demonstrate experience in liaising with a diverse range of clients.
- Ability to maintain positive, effective working relationships with colleagues, peers, and relevant stakeholders in a wide range of government, business, and community organisations.
- Ability to use Microsoft office suite of products, along with experience in electronic databases like Client Record Management systems and case file noting.

### AUTHORISED BY

NAME: Donna Wynters

POSITION: Executive Manager – Family and Individual Support Services Division

DATE: 9<sup>th</sup> December 2024