



Working together, giving hope to
prevent and end homelessness



Integrity | Respect | Trust |
Collaborative | Courageous | Creative

JOB DESCRIPTION

TITLE OF POSITION	Senior Manager Homelessness
CLASSIFICATION LEVEL	Lutheran Care Level 7
PROGRAM	Toward Home Alliance

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and NDIS disability services. Lutheran Care is committed to reducing barriers and encouraging inclusion and participation in the community of people of all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), Culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

In 2020, The South Australian Housing Authority (SAHA) announced significant reforms within the homelessness sector. In response to these reforms, the Toward Home Alliance was formed comprising of **Lutheran Care, Mission Australia, Sonder, Aboriginal Family Support Services, Baptist Care SA, The Salvation Army and Hutt Street Centre.**

The Toward Home Alliance is dedicated to achieving its united vision of **Ending Homelessness** through bold and transformative services. The Alliance is committed to the following principles:

- Emphasising the importance of 'Lived Experience' in guiding and informing all of our actions
- Fostering collaborative person-led services
- Working towards minimising the duration and reoccurrences of homelessness experiences
- Ensuring cultural appropriateness
- Providing accessibility and responsiveness
- Integrating service delivery and support systems
- Delivering professional and high-quality systems
- Continually evaluating and reviewing our efforts to achieve Continuous Quality Improvement
- Maintaining a committed workforce who shares the vision of the Toward Home Alliance

Toward Home Alliance in collaboration with the SAHA has identified a need for transformational change in the way services support people affected by homelessness and have adopted an Alliance model to deliver a 'whole system' approach to achieving the objective of ending homelessness and recognises that every position within the Toward Home Alliance has a vital role to play in eliminating homelessness.

ROLE SUMMARY

The Senior Manager Homelessness is responsible for overseeing Lutheran Care's Toward Home Alliances service segments including Access, Divert, Homeless Support and properties. You will provide leadership and support to Operations Managers, ensuring the delivery of person centred, trauma informed services and adherence to best practices. You will also foster successful collaborations with Toward Home Alliance partners and explore and implement innovative approaches to address homelessness and drive strategic innovation within the organisation.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

This role reports to the Executive Manager Specialist Services and works closely with all Toward Home Services streams.

SPECIAL CONDITIONS

Any offer of employment is subject to:

- A current and satisfactory Department of Human Services Working with Children Check
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- Hold a current Safe Environments for Children & Young People Certificate
- A current and unrestricted South Australian Drivers Licence and the ability and willingness to regularly drive in the course of your employment
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel)
- Occasional intra-state and interstate travel

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
Lutheran Care Culture	<ul style="list-style-type: none"> • Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with Professional Codes of Conduct
Teamwork	<ul style="list-style-type: none"> • Drive a positive culture across your service suite and broader Lutheran Care Services and the Toward Home Alliance • Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Work collaboratively with all Toward Home Alliance partners and services to ensure best outcomes for clients. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Ensure systems and processes are in place to address any site-specific emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Report to the direct line manager/supervisor as required
Work Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety Guidelines. • Ensure staff are supported through debrief and training to mitigate the risk of vicarious trauma
Resource Management	<ul style="list-style-type: none"> • Monitor financial reports, expenditures and budget to meet budgetary requirements. • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints • Report any financial risks to the Executive Manager immediately
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high-quality services, including the Toward Home model and services innovation and growth • Understand and support continuous quality improvement in Lutheran Care.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Leadership & Management	<ul style="list-style-type: none"> • Role model visionary and exemplary leadership and commitment to Lutheran Care’s Vision, Values and Strategic Plan • Where appropriate, lead changes agendas, generating workforce readiness through timely communication and support strategies to enable people to succeed. • Build and maintain a positive, solution focused team culture that holds staff and volunteers accountable to provide high quality client services • Create a safe and supportive work environment where team members are empowered to thrive in their roles • Accountable for ensuring a client centred, culturally responsive and trauma informed service • Ensure services meet legislative obligations and that program outcomes are delivered on time, within budget and within the specific terms and conditions set down by funding agreements • Ensure reports are produced and submitted on time to meet organisation and contractual reporting requirements • Report to Executive Manager as required, proactively reporting on accountability in operations, staffing and stakeholder collaboration • Ensure Lutheran Care is represented professionally and as a high-quality service at all external activities • Through leadership and consultative strategic planning, support Lutheran Care’s homelessness programs through a comprehensive understanding of the sector and the challenges that are faced by people who are experiencing homelessness • Provide leadership, supervision, performance review and development plans, performance management and effective working relationships with relevant staff and volunteers under your line management • Liaise with People & Culture Team to ensure all delegated HR functions are carried out effectively and respectfully • Develop and enhance the skills and knowledge of your direct reports including the identification of appropriate training needs that facilitate up-to-date best practice services delivery across the programs • Work within Lutheran Care and/or Alliance Partnership sites located across the southern, Hills and CBD regions to ensure client services are accessible and delivered as required • Oversee use of digital technology to build quality, electronic and accessible, client profiles to ensure the client tells their story once and service responses are built around their identified needs • Ensure safe and supportive systems are in place for teams to work in a variety of outreach and place-based service delivery locations
Strategic Relations & Sector Collaboration	<ul style="list-style-type: none"> • Operate as the primary point of contact for high-level program matters, functioning as a liaison between Alliance partners across the Toward Home service segments • Participate in Toward Home Alliance internal and external meetings for the alliance and programs • Anticipate changes in public policy and their potential impact on the homelessness sector, LC and the community • Engage in high level critical thinking to identify the lines and implications between complex issues relating to the sector and the service LC delivers

	<ul style="list-style-type: none"> • Collaborate with sector stakeholders to gather information, data and a broad range of perspectives (e.g. Alliance Management Team) to understand emerging issues that are important to the sector, LC and the community and report back to the Executive Manager • In consultation with the Executive Manager, model and drive purposeful partnerships with leaders of relevant internal and external stakeholder groups, including THA; <ul style="list-style-type: none"> ○ Develop key strategic relationship networks to achieve goals and improve outcomes for clients and service delivery methods ○ Liaise with Government and non-Government agencies ○ Promote, facilitate and model positive cross collaboration between sector stakeholders • Contribute to strategically positioning LC to be competitive for future tenders and business opportunities within the homelessness and housing sector • Ensure that strong connections are maintaining with the relevant communities es • Contribute to business planning including providing advice and support • Present at forums and workshops as required on behalf of Lutheran Care • With a focus on positive communication build and maintaining strong relationships and partnerships with key stakeholders and other service providers across the Alliance partnership and the sector in SA
<p>Quality Assurance & Compliance</p>	<ul style="list-style-type: none"> • Lead the development of quality management systems to ensure the mechanisms for continuous improvement add value to LC's homelessness services • Ensure that processes are in place to develop, implement and review service specific policies and procedures and, that staff and clients understand and are involved in these processes where appropriate • Ensure systems are in place to capture client voice and that this is embedded in service development and delivery • Demonstrate appropriate stakeholder consultation in relation to THA, service and/or organisational change • Identify and implement initiatives to improve systems and processes • Ensure all services are delivered on the basis of sound contemporary practice, are person-centred, culturally responsive and, supported by research • Demonstrate and model a commitment to all organisational planning and quality management processes.

SELECTION CRITERIA

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Relevant degree, or formal qualifications with specialist skills and expertise to perform at this level. A tertiary qualification in a Human Services or a Management related discipline will be highly regarded
- Extensive experience in staff supervision, program development and the development and implementation of policies and procedures.
- Strong skills in time management, setting priorities, planning and organising own work to achieve specific objectives.
- Knowledge and experience of homelessness services, including the impact of past government policies on First Nations people.
- Knowledge of leading practice models within a community services environment, including homelessness.
- Knowledge and understanding of the issues facing those experiencing homelessness.
- High level of interpersonal skills and communication in dealing with the public and other organisations.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Ability to work independently and demonstrate initiative.
- Strong teamwork focus with experience in collaborative change management practices.
- Highly developed competence in the Microsoft suite of programs, use of databases, video conferencing (e.g. zoom) and other relevant communication channels.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL:

- A sound knowledge of the effects of trauma and abuse in relation to homelessness.
- Strong ability to actively and assertively engage clients with complex needs
- Knowledge of relevant legal and statutory requirements relevant to services
- Trained and use of VISPDAT (training will be provided)
- Experience working with people from culturally and Linguistically Diverse (CALD) and Indigenous backgrounds.

Employee: _____ Witness: _____ Date: _____