



Homeless and Community Programs Team Leader

Position Description

<i>Position title</i>	Homeless and Community Programs Team Leader
<i>Responsible to</i>	Manager, Homeless Services
<i>Direct Reports</i>	Together Home Case Managers, Community Connections Co-Ordinator; Newtopian Outreach volunteers and Team Leaders
<i>Status</i>	Full Time
<i>Hours of Work</i>	35 hours per week
<i>Award:</i>	Social, Community, Home Care and Disability Services Industry (SCHADS) Award 2010
<i>Classification:</i>	SCHADS Level 6
<i>Performance Management:</i>	
<i>Last Updated:</i>	16 March 2023

Purpose

Based within the Homeless Outreach Team this role strengthens Newtown Neighborhood Centre's ability to provide a coordinated response to vulnerable members of the community and to people currently or formerly experiencing homelessness. It involves providing leadership to a small team of case managers in the Together Home program, coordination and project management of the Newtopian volunteer assertive outreach program and providing oversight to the Centre based Information and Referral Service.

Context in which the role operates

Newtown Neighbourhood Centre (NNC) is a not-for-profit, secular, community organisation working across the inner western suburbs of Sydney. NNC provides specialist services for people who are at risk of homelessness and social isolation, particularly those who are living in Boarding Houses, people that have experienced street sleeping and those who may be ageing, living with disabilities and socially isolated. NNC's Community Strengthening Team aims to connect families, individuals and the whole community to information and referrals, including early identification of vulnerabilities. NNC also puts on social and cultural events which celebrate the unique creative vibe

of Newtown. In all that we do, NNC is committed to the values of social justice and belonging. We want to create a more vibrant, connected and equitable community.

Emphasis and impact of the role

The role is focused on improving the quality of life of the people we work and engage with through a combination of activities and programs. These programs are aimed at improving access to information and services for community members, connecting with and supporting people who are rough sleeping, building the community's capacity to better respond to homelessness and to support the capacity of people formerly rough sleeping who are now housed.

The role provides oversight of NNCs Centre based front counter Information and Referral Service. An important component of the role involves developing the community 's capacity to connect and respond to people experiencing street homelessness. It may require some flexibility for out-of-hours working, ensuring consistent and high standards in NNC service delivery.

A further significant task within the role is managing the Together Home Team and supporting case managers. The team provides a wraparound case management support service to people who have experienced rough sleeping and are now housed under Housing First Principles for a two-year period. It is anticipated that the program will run down over the next 18 months and there is currently no additional Together Home funding anticipated.

Specific tasks:

Providing leadership, supervision and support to case managers in the Together Home team and oversight of the program as it enters its final phase.

Co-ordination and project management of the Newtopian community volunteer outreach project, including volunteer engagement, management, coaching and training

Managing the Community Connections Co-Ordinator and overseeing NNC's Information and Referral Service

WHS Accountabilities – All NNC Staff

1. Comply with all workplace health and safety responsibilities relevant to the role in accordance with NNC's WHS management system
2. Fulfil all work health and safety responsibilities and accountabilities as prescribed in the WHS management system
3. Contribute towards all work health and safety goals, objectives and key performance indicators
4. Maintain a healthy and safe work environment
5. Undertake all WHS training requirements for your position
6. Comply with any WHS policies, procedures and reasonable instructions

WHS Accountabilities – Specific to this NNC role

The postholder has responsibility for:

- ensuring NNC's WHS procedures are effectively implemented

- providing the necessary information, training and appropriate supervision to staff and volunteers to enable them to understand and follow safe working procedures
- Managing WHS issues on a day to day basis
- conducting workplace inspections on a regular basis and implementing corrective actions
- identifying, assessing and controlling hazards
- reviewing risk assessments and controls
- investigating and reporting on all incidents and accidents so that corrective action is promptly implemented
- consulting, co-operating and co-ordinating activities with all other persons who have a work health or safety duty in relation to the same matter, so far as is reasonably practicable.

Key Accountabilities

Key Accountability Areas	Task of this role	Performance Indicators How will success be measured
Service Development	Development of new service delivery models responding to homelessness	Established new service delivery models
Service Delivery	Oversight of NNC's Information and Referral Service (with volunteers incorporated into the service model)	2- 5 volunteers successfully providing initial Information and Referral
	Oversight of NNC's Newtopian Outreach program	20-30 Newtopian outreach volunteers engaged with NNC on outreach activities or other volunteer roles within NNC
	Oversight and management of the Together Home program	Contract Compliance of TH contracts
	Evidence of collaborative working with other agencies and with other NNC staff	Appropriate referral pathways in place internally and externally
Service Administration	Effective data collection and demonstrated outcomes, including use of CIMS	Systems in place to evaluate and report on the outcomes of service delivery
	Financial management and invoicing oversight of Together Home Program	TH program effectively run and administered

Team leadership	Effective management of staff and volunteers	Feedback from Team members #Trained and supported volunteers working within activities
Governance	Undertake reporting to comply with government and philanthropic grants (within area of responsibility) Maintain and monitor service outcomes, outputs and budgets	Service delivery outputs and outcomes accurately recorded. Activities carried out within budget guidelines
Quality outcomes	Participate in quality assurance process. Documented policy and procedure guidelines in place for all areas of service delivery activity	100% compliance with identified Quality Assurance Targets Appropriate policy and procedure frameworks in place
Work Health and Safety	Ensure self, staff and volunteers are working in a safe and risk assessed environments. Appropriate induction and ongoing training needs identified and actioned appropriate to roles	# of hazard reports completed #Documented Risk Assessments in place for all activities and clients # work health and safety issues are proactively raised and addressed
Partnerships and Stakeholders	Develop partnerships and good working relationships with a range of Stakeholders internally and externally. Represent NNC in a positive, engaged manner	MOU's or TORs or other evidence of good working relationships in place. Engaged and active participation in identified internal and external forums

Selection Criteria:

ESSENTIAL

1. Commitment to the values of Newtown Neighbourhood Centre
2. Experience in developing and fostering good case management practices
3. Demonstrated experience in developing service responses and project work
4. Considerable experience of working directly with people experiencing homelessness
5. Experience in developing and supporting staff members and volunteers
6. Skills in developing strategic, collaborative and impactful stakeholder relationships
7. Tertiary qualifications in Social Work, Psychology or similar field or equivalent experience
8. Demonstrated understanding of diversity issues and working in a culturally inclusive framework
9. Knowledge of WHS, EEO and Anti-Discrimination legislation
10. Current valid NSW drivers license

DESIRED

An understanding of the Housing First model

Declaration

I have read this position description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the Policies and Procedures of Newtown Neighbourhood Centre.

Employee's Name

Employee's Signature

Date

Chief Executive Officer

Date