

Position Description

Position title:	Manager: Homelessness Programs	Employment Type:	Full Time
Reports to:	Chief Executive Officer	Award:	Social, Community Home Care and Disability Services Industry award (SCHADS)
Approved by:	Chief Executive Officer	Classification:	Level 8
Direct reports:	Up to 20 (inclusive of casuals)	Effective date:	October 2022

Role Purpose

The Haymarket Foundation exists to provide opportunities to people who have been marginalised by society. We understand that the people we work with come from a background of complex trauma, and we use this understanding to advocate and deliver multidisciplinary services that are inclusive, safe, and offer freedom of choice.

The role of Manager: Homelessness Programs is to ensure the Haymarket Foundation delivers high-quality, ethical, and compliant residential and community-based homelessness services. This encompasses the delivery of the organisation's strategy, achievement of all funded contract objectives, the leadership of homeless services staff, and the design, development and delivery of highly impactful client focused programs and services.

Delegation of Authority

The Manager: Homelessness Programs will make decisions and incur expenditure in accordance with the *Delegations of Authority Manual 2021-2024*.

Key Accountabilities

Service Delivery

- Delivery of the Haymarket Foundation's strategic plan across residential and community-based homelessness programs with the support of the CEO.
- Ensure all residential and community based homelessness programs comply with the Haymarket Foundation's ACHS quality management framework.
- Embed and lead a culture of continuous quality improvement.
- Provide strategic industry leadership within service alliances and advocacy groups
- Ensure that strengths based, trauma informed care practices are applied in a holistic manner across services.
- Ensure service design and delivery includes effective client participation.
- Ensure effective team meetings, staff supervision and clinical review of practices.
- Ensure client issues are responded to in a sensitive and timely manner in line with organisational policies.
- Ensure service and client data is accurate and is collated, evaluated, and stored in accordance with relevant policies, contractual obligations and legislation.
- Define and evaluate the impact and outcomes of residential and community-based homelessness services with the support of the CEO.

- Complete regular reports on residential and community-based homelessness program performance for the board of the Haymarket Foundation.

Contract management

- Ensure that the Haymarket Foundation meets or exceeds its contractual obligations and funding body requirements for all residential and community-based homelessness programs.
- Complete funding acquittals and reports in accordance with funding body requirements.
- Regularly review program performance against contract objectives and communicate any risks of contract non-compliance to the CEO in a timely manner.

Finance

- Contribute to the development of annual budgets for residential and homelessness services with the CEO.
- Review and monitor budgets and expenditure for residential and homelessness services monthly.
- Authorise purchase orders for departmental expenditure in line with financial policies and delegations.
- Manage departmental petty cash balances in line with financial policies and delegations.

Human Resources

- Develop and communicate rosters for residential and homelessness services.
- Approve timesheets and leave requests for direct reports.
- Develop and approve an annual leave calendar for all direct reports to ensure appropriate shift coverage and annual leave usage by all direct reports.
- Complete regular talent development meetings with all direct reports.
- Complete an annual performance review with all direct reports.
- Complete a learning and development plan with all direct reports.
- Undertake monthly clinical supervision with an accredited clinical supervisor.
- Ensure all direct reports undertake monthly clinical supervision with an accredited PACFA or AASW clinical supervisor.
- Support with recruitment, selection, and on-boarding of new departmental staff with the support of the CEO.
- Ensure a comprehensive orientation process for all new program staff
- Support the CEO in completing performance management processes with departmental staff where necessary.

Advocacy

- Attend conferences, sector meetings, and reference groups after consultation with the CEO.
- Ensure good working relationships are maintained with government and partner agencies.

Workplace Health & Safety

- Comply with the Haymarket Foundation's WHS Policy and procedure.
- Ensure corrective actions to incidents are developed and enacted in a timely manner.

Policies and Procedures

- Comply with all organisational policies and procedures.

- Read, sign and comply with the Haymarket Foundation code of conduct.

Quality Improvement

- Contribute to quality activities to improve the standard of care and service of the residential and community based homelessness programs.
- Contribute to accreditation and quality improvement activities of the organisation.
- Actively seek feedback from clients on the quality of service and areas for improvement.
- Comply with the Haymarket Foundation's strategic plan, funding body requirements and all relevant government legislation.
- Engender excellence in the provision of customer service throughout the organisation, utilising a client centred culture.
- Complete quality reporting in preparation for scheduled quality meetings.

Confidentiality and Privacy

- Ensure and maintain confidentiality in all matters relating to clients and staff of the Haymarket Foundation in accordance with the *Privacy and Confidentiality Policy*.
- Ensure that no confidential information that you may receive in the course of your employment is disclosed either during your employment, or after its termination, with the Haymarket Foundation.

Risk Management

- Identify, report and mitigate of risks within residential and community based homelessness programs operations in compliance with WHS and Risk Management policies.
- Be familiar and comply with risk management strategies in the Risk Register.

Infection Control

- Comply with the *Infection Control and Food Management Policies*.

Key Selection Criteria

Key Selection Criteria: Essential (E), Desirable (D)	
1	A tertiary qualification in social sciences or similar. Extensive management, program leadership, and experience managing staff within a residential or program setting. (E)
2	Minimum three years' experience in a management role. (E)
3	Detailed knowledge of issues faced by people who are homeless and face systematic barriers. (E)
4	A minimum of three years' experience delivering services to people experiencing complex homelessness. (E)
5	Experience in sector leadership and systematic advocacy. (E)
6	An extensive understanding of therapeutic relationships and interventions. (E)
7	Experience working with complex clients in a residential setting. (D)
8	Experience in program design and evaluation (D)
9	National criminal record check and a disclosure of any restrictions that impact upon your role as a practitioner. (E)
10	Valid driver's licence. (E)
11	Valid Working with Children's Check (E)
12	Proof of COVID-19 Vaccination (E). <i>Classified as a Health Worker under current PHO.</i>

Key Performance Indicators

Key Performance Indicators	
1	The key performance indicators for this position are included in the role's <i>Success Profile</i> .

Acceptance

Employee

Name:

Signature:

Date:

Chief Executive Officer

Name:

Signature:

Date: