<table>
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<th>POSITION DESCRIPTION</th>
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<tr>
<td>Role title: Program Coordinator – Homeless Hub Loddon</td>
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| Program: | Support Services North |
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| Employment Agreement: | Social, Community, Homecare & Disability Services Industry Award 2010 |
| Classification level/salary range: | As per Social, Community, Home Care & Disability Services Industry Award 2010 Social & Community Services Employee Level 6 Plus superannuation Plus excellent tax free salary packaging options available |
| Hours of Work: | 5 Days / 1 EFT / 38 hours per week |
| Tenure: | Ongoing |
| Location: | Bendigo |
| Reports To: | General Manager Support Services, North |

**Organisational Environment**

Haven; Home, Safe is the leading provider of integrated homelessness and housing services in the Loddon Mallee Region and Victoria’s first registered affordable housing association. Haven; Home, Safe aims to provide shelter and support to people who are homeless or living in a housing crisis and works to provide communities with affordable housing opportunities.

Haven; Home, Safe expects a high level of commitment, quality, passion and energy and in return offers competitive remuneration packages and great benefits. We offer a supportive workplace culture, flexible working conditions, family friendly workplace, great training and development opportunities, Employee Assistance Program, attractive salary packaging arrangements and an opportunity to make a real difference within our growing organisation.
Position Objectives

Lead effective and high functioning teams to provide quality front line customer service and outcomes for clients in crisis response, brokerage and homeless assessment and referral programs. The Program Coordinator – Homeless Hub Loddon has 4 key areas of responsibilities:

**Team Management**
- To provide supervision, support and management to staff (approx. 9-10 staff)
- Ensure a collaborative environment within the Homeless Hub and promote team-work and mutual respect

**Service Delivery**
- To assist families and individuals who are homeless or at risk of becoming homeless, to obtain or sustain adequate accommodation through the provision of housing information, direct financial assistance and/or targeted referral within the service system.
- Provide Interim Response to those in need of short-term case management.
- Oversee brokerage programs to ensure we are meeting funding guidelines and targets
- To provide excellent quality and effective customer service to clients.

**Leadership**
- To provide leadership, coaching and mentoring to teams
- To be a role model in leadership and professional behaviour, and promote a culture that supports and adopts Haven; Home, Safe’s Code of Conduct & Values
- Ensure the Homeless Hub is fit for purpose and continuously review design and capacity and work to implement digital strategy.
- Build and maintain links to services with other relevant organisations with a view to improving outcomes for people in the geography including neighboring LGA’s

**Quality, Reporting and Compliance**
- Contribute to the quality committee, work with the organisation on further developing the CRM and work within the DHHS Community Services Quality Governance Framework
- To support the General Manager in advancing the teams business planning and key objective
- Facilitation and monitoring to ensure team and individual KPI’s are met
- To meet performance indicators as outlined in the reporting guidelines with timeliness in reporting

Responsibilities and Duties

**Team Management**
- To provide direct and regular supervision to staff, arrange group supervision through external provider
- Manage the performance of direct reports against agreed work plans in line with HHS Policies
- Provide leadership, coaching & mentoring to staff through the development of a strong team culture
- Coach staff to improve productivity, effectiveness and client satisfaction
- Manage the staff rosters, hours, leave arrangements and monitor workloads, priorities and performance standards

Last Reviewed: June 2020
• Engage new staff and ensure orientation and integration of new staff to the team
• To provide operational and policy advice to team members and ensure all policies and procedures are followed by staff
• To identify training and professional development opportunities for staff
• Co-ordinate a training and skills development program with the team and HR ensuring that all areas of knowledge are continually upskilled.
• Include organisational training opportunities and methodologies that promote personal resilience, self-management and workplace emotional intelligence. Ensure reflective practices are implemented for the team that contribute to improved outcomes for clients
• Work closely with the General Manager to promote a culture that supports and adopts values that are inclusive and contribute to a collaborative environment within the Homeless Hub

Service Delivery
• To review the functionalities with the program areas to build staff and Organisational capacity to ensure quality service is being delivered and KPI’s are met.
• Ensure entry Point workers match resources to clients’ needs and prioritise clients for referral, provide emergency accommodation or financial assistance, information, referral and support services to families and individuals who are homeless or experiencing housing crisis.
• To ensure an Intake environment and telephone service that is positive, safe and welcoming.
• Ensure an excellent administration and primary telephone assessment, referral and assistance to services to clients as they present through an immediate crisis response and short-term client directed case management model that focusses on the client’s needs and goals and assist with development of flexible strategies in order to promote positive outcomes.
• To proactively ensure that resource materials are up to date and the information is relevant.
• To encourage staff to proactively work in a manner that assists the client group to move towards independence and self-reliance by implementing client strength and solution-based interventions within appropriate assessment, planning and review procedures.
• To ensure a high standard professional service which is accessible, relevant and responsive to the needs of service users and adheres to organisational values, policy and program guidelines.
• To ensure best practice service delivery are being provided to people who are in housing crisis or homeless within the One DHHS Standards, program objectives and contract guidelines.
• To contribute to an integrated service planning response to ensure that the housing and support needs of the target group are met.
• Maintain up to date knowledge of accommodation and other service options for the target population.
• Provide an integrated and comprehensive service offering information, advice and referral to people in housing crisis with the aim of assisting them to obtain or maintain suitable housing.
• Continuous improvement of programs to ensure we are leading the sector and setting the benchmark for service delivery
• To develop and maintain appropriate linkages with other relevant services and organisations and undertake conjoint work with other agency staff as appropriate.
• Haven; Home, Safe is committed to maintaining the integrity of the communities in which it provides services and works co-operatively and proactively with local services.

Leadership
• Actively contribute to the leadership and vision for the Homeless Hub Teams
Mentor, coach and direct staff, be readily available to all staff to provide advice and assistance with skill development. Create and nurture a working environment that encourages staff participation and a shared responsibility to achieve both organisational and personal goals.

Conduct regular team meetings to discuss performance (key targets and KPI’s), compliance, OHS issues, service delivery and design improvements. Create opportunities for team building, peer support, professional development and training.

Show and lead initiative within teams, identify solutions and innovative service responses.

To deal with complaints and feedback promptly in a manner that is respectful and to feedback to the team for continuous improvement.

Drive the implementation of the digital strategy and lead key organisational projects.

Work cooperatively with all managers, coordinators to plan and manage outputs across the organisation.

Develop and maintain effective working relationships with funding agencies, partners and other key stakeholders.

Lead steering groups, peer auditing and accountability.

Provide advice, information and service system matters to the General Manager.

To administer operational delegations and deputise in the absence of the General Manager.

**Reporting, Quality and Compliance**

To ensure accurate, confidential and professional recording of client details and assistance provided including financial assistance are appropriately kept within the Haven; Home, Safe data system and other data systems as applicable.

Be actively involved in the One DHHS Standards accreditation and roll out of the Quality work plan.

To participate in the Emergency Response Team to ensure a focus on health, safety and wellbeing for clients, staff and visitors.

To lead and manage the concierge model that operates within the Homeless Hub.

Ensure KPI’s / Performance Indicators are met and reported on a monthly basis.

Participate in annual performance management planning in which service objectives and professional development needs are discussed and determined.

Provision of timely reports are required by GM as part of management team function.

Ensure compliance of all staff with OHS legislation & Equal Opportunity policies, procedures and requirements.

Contribute to policy development and implementation of appropriate policies, systems and procedures within the organisation.

Monitor budgets and manage brokerage funding.

To participate in regular supervision with the General Manager, Support Services North.

Other duties, functions and responsibilities as direct by Haven; Home, Safe.

**Delegations, authority levels and decision making**

- This position reports to the General Manager, Support Services North.
Key Selection Criteria

Qualifications and Experience
- Proven experience and success in effective people management and team leadership
- Formal qualifications in community services and related disciplines such as welfare, social work and management
- Relevant sector experience, social housing knowledge
- Demonstrated experience with rostering systems.

Knowledge & Skills
- Strong leadership skills, including the ability to coach, develop and motivate others
- An understanding and ability to implement personnel policies and practices including, awards and agreements, equal opportunity and OHS policies, recruitment and selection procedures and techniques, position descriptions and employee development and engagement
- Excellent communication, interpersonal and conflict management skills, including demonstrated sensitivity to cultural awareness and needs of clients.
- Innovative thinking and apply structured problem-solving approaches to improve operational effectiveness
- Commitment to a collaborative approach to service delivery and continuous improvement resulting in improved outcomes for clients
- A strong customer/client service focus and understanding people undergoing significant personal crisis experiencing poverty, homelessness and housing stress
- Skills in managing time, setting priorities planning and organising one’s own work and that of other employees so as to achieve specific objectives in the most efficient way possible within the resources available within set timeframes despite conflicting pressures
- Ability to work within program and legislative constraints, budgetary constraints and an appreciation of the relative prioritisation of needs in a supply constrained environment.

Personal Qualities
- Displays positive personal qualities that demonstrate HHS values, HHS Code of Conduct
- Exemplifies personal drive and integrity, demonstrates professionalism
- Displays resilience and demonstrates commitment to personal development with strong emotional intelligence

Inherent Requirements of the Position
- Successful appointment of this position will be subject to:
  - Taking part in recruitment testing as part of the selection process
  - Pre-employment medical disclosure form prior to commencement
  - Undergo a Police Check and Working with Children Check prior to commencement
  - All Haven; Home, Safe staff must hold a current Victorian Driver’s License at all times.
• All Haven; Home, Safe staff must take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
• A sound working knowledge of computers and Microsoft office programs.
• A commitment to and respect of Haven; Home, Safe’s Values and Expected behaviours.
• Participate in the development of a safe and healthy workplace.
• Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
• Co-operate with management in its fulfilment of its legislative obligations.
• Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
• To report any injury, hazard or illness immediately, to their supervisor.
• Not place others at risk by any act or omission.
• Not willfully or recklessly interfere with safety equipment.
• All Haven; Home, Safe staff must participate in training, supervision and appraisal activities.
• Some out of hours (including rostered system) and weekend work may be required.
• All Haven; Home, Safe staff are required to perform the Concierge function (on a rostered system)

Approval of Position Description

Executive Director

Name: Trudi Ray  Date: June 2020

Line Manager

Name: Donna Gillard  Date: June 2020

Acceptance of Position Description

To be signed upon appointment

Employee

Name:  Signature:  Date:
Application Information

To be considered for shortlisting and an interview application must include the following:

- **Cover Letter**
- A statement which describes your suitability against each of the *key selection criteria* detailed in the Position Description;
- A **resume** containing your contact details, summary of work experience, details of qualifications and education
- **Referees** – if required for an interview you will be required to provide details of at least three referees – ideally one should be from your supervisor and from your most recent employer and others a knowledge of your work performance

Applications can be submitted via our job vacancy page on our website [www.havenhomesafe.org.au](http://www.havenhomesafe.org.au)

For any queries relating to this position please call 03) 5444 9039

Applications must be received before **COB, Friday 3rd July 2020**

The successful applicant will also be required to:

- Be available as part of the interview process undertake the accredited **APP – skills and abilities test** and CPI 260 test
- **Pre-employment Medical Disclosure** – Haven; Home, Safe is committed to providing a safe work environment for all employees. As part of this you will be required to provide information regarding any pre-existing injury or disease which could affect your ability to perform the proposed employment. You will be asked to complete and sign a disclosure form prior to commencement.
- Undergo a **Police Check** *prior* to commencement. Your suitability of Employment will be determined by any outcome that may be listed on this check. Please contact HR to complete form prior to commencement.
- If your role involves child related work then you will be required to obtain a **Working with Children Check**. This will need to be produced *prior* to commencement.
- If you do not already have a WWC Check Haven; Home, Safe will assist with the cost please contact HR as soon as advised of success in your application to ensure an application for WWC Check is completed prior to commencement.