

POSITION DESCRIPTION

Position Title:	Housing and Homelessness Support Coordinator
Reports to:	Manager Housing and Homelessness Support
Supervising:	Housing and Homelessness Support Teams across Western Melbourne.
Liaises with:	Wintringham Staff and Management. External Community and Health Services. Department of Housing.
Location:	Northern Metropolitan Melbourne South/East Metropolitan Melbourne Western Metropolitan Melbourne
Classification:	Wintringham EBA.
Hours:	Full Time

Position Summary

Wintringham provides housing, support and aged care services to those who are over 50 years old, and have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promote an empowerment of care model, therefore Wintringham staff must work in partnership with clients and residents to achieve mutually agreed outcomes.

The Housing and Homelessness Support Coordinator (HHSC) will be responsible for the following portfolios across the relevant area of Metropolitan Melbourne:

1. Homelessness to a Home (H2H)
The *From Homelessness to a Home* (H2H) initiative supports the people who have experienced long-term homelessness and disadvantage and have complex needs. This program will provide the affordable housing and support they need to promote their health and wellbeing and prevent a return to homelessness.
2. Housing and Homelessness Support (HHS)



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This position will work collaboratively with the other Coordinators and Portfolio Managers across Melbourne and the local areas to ensure a collaborative team culture is maintained.

The position will also ensure that service delivery practices are consistent with Wintringham's philosophy, values and mission.

Responsibilities/Duties

- Oversee and supervise the (H2H) support team which include clients who have high complex needs and who may have experienced street homelessness.
- Work collaboratively with the broader (H2H) teams to incorporate Clinical and Recreation as part of Wintringham's multi-disciplinary approach.
- Oversee and supervise the Western Housing Support team
- Represent and work collaboratively with local Homelessness Emergency Accommodation Response Team (HEART), LASN, Homelessness Networker, Department of Housing and key stakeholders in the homelessness sector.
- Supervise and monitor case management and crisis interventions to meet the needs of people with multiple and complex needs.
- Demonstrate leadership across the Housing and Homelessness Support (HHS) portfolio and work collaboratively with all areas of Wintringham to ensure coordinated service responses.
- Establish and maintain positive relationships across community and health services across the region.
- Promote a non-institutional philosophy within the programs by recognising and promoting the rights of Wintringham clients.
- Ensure our duty of care to both clients and staff is adhered to at all times.
- Ensure privacy and confidentiality is adhered to at all times.
- Oversee and ensure compliance to relevant legislative standards and guidelines across the relevant programs.
- Review client file documentation across program areas to ensure the timely and accurate recording of information and monitor service delivery for quality.
- Respond to client feedback and complaints in line Wintringham policy and procedures.
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People, Leadership and Human Resources

- Appropriately manage performance of the H2H and Housing Support Teams through coaching, supervision, debriefing, regular informal and formal performance feedback and reviews, and professional development support.



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- Ensure the teams are aware of and comply with organisational policies and procedures.
- Ensure recruitment of individuals who have the right cultural fit and ability to work in line with cultural change and facilitate retention of key talent.
- Ensure that all employees understand Wintringham's philosophy of options, rights, and dignity and that it drives their practice at all times.
- Notify the Occupational Health and Safety Co-ordinator of any issues relating to staff or client safety including manual handling, infection control, chemical waste or other hazard.
- Recruitment, induction and training of new staff in consultation with Human Resources and HHS Manager.

Finance and Administration

- Participate in the development of annual budgets in collaboration with the HHS Manager.
- Monitor income and expenditure against budget expectations including client brokerage funds.
- Ensure all documentation required by departments and funders are completed and submitted in a timely manner, including critical incident reports.

Other

- Actively participate in team meetings and take an active role in practice development across the portfolio.
- Participate in an annual performance development and review.
- Pursue relevant on-going development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.
- Duties as directed.

Health & Safety Responsibilities

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.



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Key Selection Criteria

Skills/Experience:

Essential

- Demonstrated experience in a leadership role supporting clients experiencing homelessness with highly complex psychosocial needs.
- Demonstrated experience working and leading within a case management/case coordination framework.
- Proven commitment to excellence, accountability and innovation in best practice service delivery in the fields of homelessness and housing support.
- Demonstrated ability to engender wellbeing, synergy and a spirit of collaboration across teams.
- Experience delivering services within social and community services programs including housing and homelessness support.
- Knowledge of Commonwealth and State Government policies, standards and compliance requirements.
- Knowledge of and commitment to Continuous Quality Improvement.
- Demonstrated skills in financial management, including monitoring and reporting of variances
- Commitment to the organisation and its philosophy of social justice.
- Well-developed communications skills and the ability to with engage people from varying backgrounds.
- An understanding of the Housing and Homelessness Service sector My Aged Care, NDIS and other relevant service systems.

Qualifications:

Essential

- A qualification in Social work, Welfare, Community Services or a related discipline.
- Extensive experience working in the homelessness or community services sector



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- First Aid Level 2
- Current Driver's Licence

Desirable

- Qualifications in Management.

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE'S NAME _____

SIGNED _____ DATE _____

