

POSITION DESCRIPTION

Position Title	Service Manager - Sustaining Tenancies in Social Housing WSNBM
Reporting To	Regional Manager
Employment Status	Full-time, maximum term Contract until 30 June 2022
Classification	Consumer Service Delivery Level 5
Team/Service	Penrith & Seven Hills
Direct Reports	N/A
Date	June 2021

PROGRAM OVERVIEW

The Sustaining Tenancies in Social Housing (STSH) Program is an initiative under the NSW Homelessness Strategy 2018-2022. The initiative is funded until 30 June 2022. The objectives of the STSH program are to enhance local service system capacity to support new or existing at risk tenancies in order to:

- Sustain tenancies by avoiding and/or reducing tenancy breaches over a 12 month support period;
- Prevent homelessness that has occurred following a failed social housing tenancy
- Increase participants' social connection to improve overall wellbeing
- Enhance tenant/household member capacity to manage their tenancies independently beyond the 12-month support period; and
- Reduce the resource and expenditure impost on DCJ, LAHC and other NSW government-funded agencies resulting from tenancy failure.

We are building on the experience gained in the STSH pilot that Neami has been delivering in the Campbelltown area and expanding the STSH program in Penrith to deliver it into the Blacktown LGA. The program will deliver tenancy support through local strategies that provide community outreach and case management to address a range of complex needs such as mental health and alcohol and other drug issues that place tenancies at risk of failure.

The STSH program is aimed at working with clients whose tenancies are considered at risk that are referred by DCJ Housing. The program will assist the clients in understanding their needs and developing collaborative support plans to address their needs and the risk factors associated with their tenancies.

POSITION OVERVIEW

The Service Manager will be responsible to guide the establishment of the program which will include the induction of a new team, establishment of referral and case management processes and the tracking and achievement of the program KPI's. The Service Manager will work collaboratively with partners to improve and develop the overall service response to people living in social housing within our community who have a tenancy at risk. The Manager will also undertake a key role in service development, including ongoing evaluation and review of service outcomes.

The key responsibilities of this role will be to work with all referrals received by DCJ and quickly and assertively engage individuals in the program. Where possible joined up initial appointments will occur with Neami staff and DCJ housing staff. Case plans will be developed focussing on the key referral reason in the first instance with the goal to support the tenant to sustain a tenancy for at least 12 months. The DCJ definition of a sustained tenancy is:

- no NCAT action for rental arrears
- no strikes for antisocial behaviour; and
- no NCAT action for property damage

Once support around the primary referral issue has been established, more thorough holistic case planning will be conducted. CSW's in the program will have their own case load of consumers and will be responsible for coordinating their time effectively to ensure all participants are adequately supported. As service manager you will be responsible for ensuring referrals are triaged and allocated appropriately.

The STSH team will be made up of a Service Manager, a Senior Practice Leader and a team of Neami CSW's working across the Penrith and Blacktown LGA's. The Service Manager and Regional Manager will work together to establish mechanisms to ensure the partnership with DCJ teams is productive and streamlined with Neami operations.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Initiate, lead and coordinate strategic partnerships within the community, local government, community housing, and health and welfare providers to improve health and wellbeing outcomes for consumers. In collaboration with partners, staff and consumers identify service gaps and develop appropriate models of service delivery to address these gaps
- Take a lead role in the assessment, planning, implementation, and evaluation of the Neami National Service
- Ensure services are provided in an accessible manner with mechanisms in place to regularly monitor the level of access achieved.
- Identify key policy issues relevant to the Neami National Service (internally and externally) and ensure appropriate responses
- Undertake projects that contribute to the overall development of the organisation as decided by State Manager, National Leadership Team or the CEO
- Coordinate the recruitment and selection of all Neami National Service staff
- Ensure that all staff are aware of and adhere to Neami National's mission, values, culture, policies and procedures
- Ensure onboarding, practice development (supervision), training and skill development is provided to all members of staff
- Ensure that all staff are provided with an annual performance review

- Mediate and negotiate with staff in areas of conflict and industrial dispute in collaboration with the Regional Manager, State Manager and People, Capability and Culture
- Manage the Service budget including monitoring progress against financial targets and ensuring priorities are established and met
- Regularly assess the physical, technological, and staffing needs of the Neami National Service and develop proposals to meet expanding needs
- Implement Neami National Risk Management Framework at the service and ensure timely response to all OH&S issues and regular monitoring and review of all service-related accidents and/or incidents
- Monitor and further develop the Funding and Service Agreement in consultation with the Neami Leadership Team, Regional Manager and the State Manager
- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion.
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Mental health and homelessness promotion

- Promote a better understanding of the needs of people of your service among mainstream services and the local community by ensuring the provision of primary, secondary and tertiary consultation to mainstream services
- In conjunction with staff and on behalf of consumers, where appropriate, advocate for improved service delivery, additional resources and development of accessible community services in the catchment area of the Service
- Develop mechanisms by which Neami National services and the vision behind the organisation are regularly promoted to the community through public events, functions and forums
- Develop a Health Promotion Plan for the Service in cooperation with the Management Team to ensure consistency across services

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.
- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A valid Working with Children Check
- A valid Australian Driver's License
- Demonstrated ability to motivate and empower team members through coaching and mentioning to identify development goals and strategies for achieving them
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope

- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.