



Position Description		
Job Details		
Position Title: Manager Homelessness and Relationship Services	Year: 2021	
Department:		
Reports directly to: Executive Director	Direct Reports: <ul style="list-style-type: none"> • Services staff 	
Background Information		
Qualifications	<i>Undergraduate</i>	Health or Human Services degree with relevant experience or other appropriate qualification/experience acceptable to CatholicCare.
	<i>Postgraduate</i>	
	<i>Other</i>	
CatholicCare Western Sydney & The Blue Mountains Overview		
<p>CatholicCare Western Sydney and the Blue Mountains (CatholicCare) is a not-for-profit that aims to serve the community of the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CatholicCare WSBM respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.</p> <p>CatholicCare provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.</p> <ul style="list-style-type: none"> • Child Education Services • Family Support • Homelessness and Relationship Services • Counselling • Disability and Community Aged Care • Community & Engagement 		

As a not for profit, CatholicCare relies significantly on funding and community support to be able to continue to make a difference in the lives of people who are disadvantaged and less fortunate.

Working for CatholicCare Western Sydney & The Blue Mountains

CatholicCare ability to provide high quality services to people who are disadvantaged is directly dependent on the experience, knowledge and professionalism of its staff.

With more than 200 employees and volunteers, CatholicCare WSBM employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CatholicCare is an Equal Opportunity Employer. Prevention of neglect, abuse and exploitation as is compliance with child protection legislation is essential for all positions. At CatholicCare we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

CatholicCare Western Sydney & The Blue Mountains Values

At CatholicCare, we expect everyone who represents our organisation to incorporate our values into every decision, interaction and action.

WE EMBRACE EVERY JOURNEY with gratitude and love

- **WE ARE AVAILABLE** with an open mind and heart
- **WE BUILD TRUST** with integrity and respect
- **WE ADVOCATE** with patience and passion
- **WE PERSEVERE** with resilience and belief

Role Purpose

The position's purpose is to lead and manage the Homelessness and Relationship Services and the delivery of activities which includes supporting a strong professional team in delivery of contracted program requirements, fee for service activities and CatholicCare's self-funded programs.

Key Responsibilities

The position ensures that the activities adhere to the respective service agreements, best practice guidelines and evidence-based practices, as well as being aware of emerging state and federal service development requirements. The position actively participates across all program areas and is responsible for facilitating operational management of program services, developing integrated working partnerships; ensuring quality service delivery, maintenance of organisational accreditation requirements including Safeguarding, Australian Service Excellence Standards, risk management and ongoing development of services.

The Manager is responsible for the delivery of high-quality services, through strong collaborative partnerships with stakeholders, government departments and community service organisations. A key function of the Manager position will be to enable effective multiagency collaboration and the role will need to be able to identify and overcome service coordination

roadblocks.

To lead the Homelessness and Relationship Services team to improve family functioning and support families in transition to minimise the emotional, social and economic costs of disruption to family relationships; and to support young women who are pregnant or parenting and are homeless or at risk of homelessness.

The role exercises line responsibility for staff (incl volunteers) and is accountable for the operational planning, delivery and management of the Homelessness and Relationship Services.

The position will foster a culture of, creativity, flexibility and safety, with employees motivated to adapt to a changing and dynamic working environment. There is requirement to actively participate in and lead team meetings, employee general conferences, annual performance appraisals and professional development opportunities. The Manager will provide professional expertise and act as a consultant to colleagues, fellow and managers in matters related to the provision of advice and support services and be accountable for that advice.

Key areas of responsibility include:

- Lead and manage the service team in line with organisation quality processes and policies, agreed priorities and strategies to ensure quality customer service and required targets are met.
- Coordinate the effective delivery of services ensuring high-quality, client-focused and trauma-informed interventions and support are provided to individuals and families
- Provide supervision and effective human resource management for the family services programs, fostering a collaborative culture in line with organisational values, building workforce capability and undertaking succession planning for a sustainable organisation
- Develop and maintain productive and collaborative relationships with key community and agency partners to contribute to positive client outcomes and enhanced program delivery
- Provide leadership to ensure collaboration and integration across and between CatholicCare programs and services to achieve organisational goals and objectives
- The Manager Homelessness and Relationship Services will provide targeted and integrated case managed responses to clients through holding a reduced caseload as required
- Provide daily operational oversight and supervision to employees including activity management.
- Ensure rosters, leave and recruitment are managed.
- Ensure performance targets as designated by the organisation and service agreements are monitored and met

Knowledge, skills, experience & compliance – Required to perform this role

- Leadership experience in the area of homelessness and relationship services support including staff supervision and staff development; with direct experience in providing leadership as relates to the role
- A track record in successful relationship development, management and strategic partnerships.
- Demonstrated resilience to work with and support clients who have been exposed to trauma, violence and/or neglect.

- Demonstrated experience and understanding in leading teams of multi-disciplinary professional counsellors, case workers and educators
- Experience and knowledge of Aboriginal and multi-cultural systems and protocols
- Demonstrated computer skills in Microsoft Office packages and other statistical databases and Government reporting programs e.g., DEX.
- Reliable, well-maintained, registered and insured vehicle.

Personal Attributes

- Warm and welcoming personality
- Empathetic and no task too hard attitude
- Good team member with excellent communication skills
- Outcomes focused
- Proactive and persistent
- Collaborative and consultative
- Values driven with strong personal and organisational values alignment
- Positive attitude and commitment to tackling challenges

Staff member's name (print):		Date:
Staff member's signature:		

Manager's name (print):		Date:
Manager's signature:		