



Private & Confidential

Candidate Briefing Notes

For the Position of:

Manager Wellbeing

Hutt St Centre

end homelessness



About Hutt St Centre...

Homelessness can and does happen to anyone.

Hutt St Centre (the Centre) walks beside people at risk of, or experiencing, homelessness on their journey to 'homefulness'. They describe homefulness as *'Having a place to live with a sense of security, stability, privacy, safety and the ability to control living space. Homefulness empowers a sense of independence and self-determination'*.

When people walk through the doors of the Centre's Wellbeing Centre, their intent is to wrap services around them and address their immediate needs. This includes a hot meal, a warm shower, clean clothes, a phone recharge or a visit to our onsite nurse.

When a person is comfortable with the Centre, they explore their next level of need. Do they have 100 points of personal identification? Do they need a hearing check, financial counselling, legal advice or support applying for accommodation or a job?

By offering in excess of 20 visiting wellbeing services, Hutt St Centre is one of the few providers of comprehensive primary care for people at risk of or experiencing homelessness in South Australia.

Hutt St Centre is a place of hope and opportunity, helping people facing homelessness to rebuild their lives, without judgement.

Hutt St Centre's Vision

An end to homelessness.

Hutt St Centre's Mission

To advocate with and empower people at risk of, or experiencing, homelessness; supporting them to rebuild their lives on their pathway to homefulness.

Hutt St Centre's Values

The core values of the Daughters of Charity guide Hutt St Centre to:

- Advocate for the poor
- Value spirituality
- Encourage simplicity
- Provide quality service
- Respect each person

Hutt St Centre's Strategic Directions

- Advocacy
- Wellbeing
- Homefulness
- Culture
- Sustainability

For more information about Hutt St Centre, please visit <https://www.huttstcentre.org.au/>



Position Description – Manager Wellbeing

Department: Wellbeing

Remuneration: Social and Community Services Level 8 (SACS 8)

Reporting and Working Relationships

- The Manager Wellbeing reports to the Chief Executive Officer

Role Purpose

You will be responsible for implementing Hutt St Centre's strategic vision and plan. In particular, the key Strategic Direction of Wellbeing. Within Hutt St Centre, Wellbeing relates to the actions the Centre takes to improve the wellbeing of their clients in preparation for them to enter long-term housing and a home. This primarily relates to the services provided within the Wellbeing Centre. You will ensure that clients who seek the Centre's support receive a high quality, informative and non-judgmental service. You will be proactive in your day to day oversight of the service and a motivational leader of your team.

Key Duties and Responsibilities

- Delivery safe and efficient wellbeing services for clients of Hutt St Centre
- Oversee the effective and efficient operations of the Wellbeing Centre, which includes the kitchen and dining facility, in the delivery of primary care services for clients at risk of, or experiencing, homelessness who present at Hutt St Centre
- Oversee the effective and efficient operations of the Pathways Team in the delivery of programs focussed on preparing and supporting clients for case management and homefulness
- Oversee the effective and efficient operations of the Aged City Living and Alliances Team in the delivery of the Aged City Living Program and providing the conduit to the Toward Home Alliance
- Oversee Hutt St Centre Code Red/Blue responses
- Develop, facilitate and manage cooperative agreements with "visiting professional services"
- Behaviour management including dealing with complaints and, in consultation with the CEO, determining exclusion periods for inappropriate behaviours observed in the Wellbeing Centre, including the provision of exclusion letters to clients and completion of incident reports
- Ensure that services are provided only to eligible clients who are at risk of, or experiencing, homelessness (primary, secondary or tertiary homelessness)
- Oversee the Wellbeing-related statistical data capture and client administration
- Review and assess progress to key performance indicators regularly, and provide feedback to the team on their contribution or areas needing attention

People Leadership

- Provide effective leadership for all employees and volunteers in the Wellbeing team
- Ensure appropriate clinical supervision where necessary
- Undertake annual professional development reviews for all employees, setting goals and professional learning plans
- Identify training and development activities for both the team and for individuals to make sure the workforce are knowledgeable and performing at high levels
- Manage a safety first culture and maintain a safe healthy workspace for employees, volunteers, clients and other users
- Collaborate with other homefulness services teams and leaders at Hutt St Centre to ensure efficient delivery of wellbeing services at Hutt St Centre



Position Description – Manager Wellbeing (cont'd)

Key Duties and Responsibilities (cont'd)

Other

- Identify and foster positive relationships with the community surrounding Hutt St Centre, as well as other key stakeholders such as SAPOL, Toward Home Alliance, Westcare and other external agencies
- Manage the Wellbeing budget and sign off on expenses within approved Delegations of Authority
- Participate in audit and accreditation committees
- Ensure organisational compliance with WHS and workers compensation legislation

Personal Development

- Actively attend and participate in supervision and professional development opportunities to ensure high quality and safe, client-centric services
- Participate and actively contribute to the Centre's development activities including completion of induction modules
- Actively contribute and participate in the yearly performance appraisal process
- Attend essential training such as Child Safe Environments Training, Cultural Awareness and Safe Place Training

Person Specification

Qualifications

- Tertiary qualification in a health, social work, education, facilities management or leadership related field
- A National Police Clearance and a DHS Working with Children Check
- A valid driver's licence

Knowledge, Skills and Experience

Essential:

- Demonstrated leadership experience leading medium to large teams in a busy and reactive environment
- Understanding of the commercial nature of a not-for-profit organisation
- Ability to motivate and facilitate a high level of individual and team performance in a dynamic environment by providing leadership, management and supervision of employees and volunteers
- Working knowledge of the Privacy Principles and confidentiality
- Demonstrated empathy and the ability to sensitively build confidential and constructive relationships with a diverse range of vulnerable people including those from Indigenous, Torres Strait Islander and Non English speaking backgrounds
- Knowledge of the particular needs of the homeless population including mental health issues, chronic health issues, drug and alcohol misuse, trauma, grief and loss
- High level of written and oral communication skills and interpersonal skills including the ability to liaise, negotiate, advocate and resolve conflicts
- Knowledge of funding sources and experience writing submissions that assists in obtaining funding for specific and targeted projects/programs

Desirable:

- Previous experience in the homelessness sector

Medical Requirements

- Hutt St Centre is a designated Phase 2 healthcare setting. As such, all persons engaged in working or performing duties at Hutt St Centre must have received the first two doses of a TGA approved COVID-19 vaccine and within four weeks of becoming eligible in accordance with ATAGI guidelines, receive, or have evidence of a booking to receive, a third dose (booster) of a TGA approved COVID-19 vaccine.

Please visit <https://www.stillwellmanagement.com.au/jobs> and select 'Manager Wellbeing' to view the full advertisement. Click 'Apply Online' to submit your cover letter and resume.