Position Description

Position title:	Operations Coordinator
Reports to:	Manager, Bob's Place (Dandenong)
Location:	Dandenong
Classification:	Band 6

Organisation Overview

Launch Housing has an ambitious agenda to achieve our vision of ending homelessness, providing a strong focused voice on homelessness driven by the values of Empowerment, Fresh Thinking, Agility, Leadership and Courage.

We are an independent provider of choice for clients and the 'go to' organization on homelessness for government, media, philanthropy, private donors and the community. Clients are at the centre of everything we do and are actively and meaningfully involved in the design, delivery and evaluation of services as well as our policy development, public advocacy and fundraising.

Through partnerships, research and evidence-based approaches, we will continue the tradition of pioneering new methods and fresh ways to develop sustainable solutions to homelessness.

To find out more, visit our website at - https://www.launchhousing.org.au/.

Position Overview

Bob's Place (Dandenong) is a residential facility with services including temporary accommodation (for up to eight weeks with a possibility of extension), case management, transitional support and other services for families, couples and singles. Bob's Place includes 4 family units, 9 rooms for single persons and 2 for couples.

The Operations Coordinator is responsible for providing effective leadership to the after-hours team at Launch Housing's crisis accommodation facility at Bob's Place. The Operations Coordinator ensures that our clients are provided with consistent, high-quality support through providing leadership and supervision to the after-hours support workers.

Direct Reports:

- After Hours Support Workers
- Facility Maintenance Officer

Key Responsibilities

- Provide direction to team to ensure the delivery of consistent and high-quality programs and services.
- Under the direction of management, ensure staff comply with all Launch Housing policies, procedures and relevant practice expectations.
- Provide supervision and performance development of staff in accordance with relevant Launch Housing policies and procedures.
- Ensure a consistent and best-practice approach to case management.
- Roster staff for shifts in accordance with relevant Launch Housing policies and procedures.
- Contribute to the delivery of innovative solutions to improve accommodation and housing outcomes for clients.
- Support a culture and program of continuous improvement by encouraging feedback from staff and clients to inform program and service improvements.
- Manage and minimise the adverse impact of critical incidents on clients and staff.
- Develop and maintain strong relationships with internal and external stakeholders.
- Under the direction of management maintain operational budgets.
- Assist in the identification of ongoing and emerging issues in homelessness and housing and contribute to an environment of continuous program improvement.
- Ensure the program or service complies with funding and service agreements, professional standards and relevant legislation, policies and guidelines.
- Monitor and maintain records of expenditure within the program, and ensure compliance with relevant guidelines.
- Advocate on behalf of clients with other agencies to ensure access and delivery of effective services.
- Manage resourcing and staffing needs and the recruitment process for new staff.
- Ensure the team actively contributes to the mission and vision of the organisation, lives its values and operates with a high-level of integrity.
- Participate in the On Call Manager's roster

Key Selection Criteria

1. A tertiary qualification in human services, social work or other relevant discipline.
2. Demonstrated understanding of housing and homelessness policy, context and systems.
3. Demonstrated ability to work collaboratively with others towards effective client solutions.
4. Experience supporting staff who work with people with complex needs.
5. Good interpersonal and communication skills, both verbal and written.
6. Leadership qualities including a high degree of initiative and analytical skills.
7. Well-developed organisational and time management skills.
8. Demonstrated ability to build positive relationships and communicate with people of diverse backgrounds and abilities.