

POSITION DESCRIPTION

Position Title	Senior Practice Leader
Reporting To	Service Manager
Classification	Consumer Service Delivery Level 4
Contract	Part Time, Permanent (0.8 FTE)
Team/Service	STEP Package B, Mascot
Direct Reports	CRSWs, PSW, ALO
Date	August 2022

PROGRAM OVERVIEW

Neami's STEP program forges partnerships and develops housing pathways for those experiencing primary and secondary homelessness in the Sydney region. The STEP B team works closely with the Homelessness Outreach Support Team at DCJ to support people sleeping rough to be rapidly housed and provides post-crisis wrap around support. Join our team and share the unique opportunity of contributing to the development of an innovative service. STEP is a housing first approach to support people who sleep rough to secure long term housing and be provided wrap around support to remain housed. As a Senior Practice Leader in the Mascot team, you will be supporting, coaching and mentoring staff to provide services to people who sleep rough in Sydney to move into safe and secure accommodation and provide them wrap around support to assist them to remain housed.

POSITION OVERVIEW

The Senior Practice Leader works in close partnership with the Service Manager to provide leadership, practice development and coaching sessions to service delivery staff. This position provides instruction and guidance on practice issues to a number of Community Rehabilitation and Support Workers and Peer Support Workers, applying coaching and mentoring principles. In addition you will work closely with homelessness and mental health service clinical case managers and other community partner organisations in order to deliver the best possible comprehensive service to consumers.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Mentor a number of Full Time Equivalent (FTE) Community Rehabilitation and Support Workers
- Provide orientation and induction for new staff in conjunction with Service Manager, and Learning & Development Team
- Provide coaching and mentoring at a practical level to a number of CRSWs on the provision of psychosocial rehabilitation and support services with a focus on applying the Collaborative Recovery Model
- Provide new team members that you supervise with a probation assessment, and existing staff members with an annual performance review, and a corresponding training and development plan
- Lead and participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities
- Provide direct support to consumers as required e.g. when CRSW's are on leave
- Act in the role of Service Manager when the usual manager is absent
- In collaboration with the Service Manager coordinate the initial needs assessment and intake of all consumers into the service
- In conjunction with the Service Manager conduct planning, implementation and evaluation of Neami's programs and service delivery.
- In conjunction with the Service Manager, participate in partnership development with Family and Community Services, Bridge Housing, Women's Housing Company Limited and Metro Housing
- Encourage and support consumer participation at all levels of program planning and delivery in conjunction with all staff members of the Neami site
- 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.

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

- Computer literacy
- Current Australian driver's license
- Experience and working knowledge of homelessness

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.

I have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.