

POSITION DESCRIPTION



Position Title:	Program Manager (Althea's Community Hub)
Reports To:	Chief Executive Officer
Direct Reports:	All ACH employees as identified in the organisational structure
Classification:	Level 7 SCHDSI Award 2010

Our Mission

To support and strengthen individuals, families, children and young people so they experience social, emotional, physical and mental wellbeing and reach their full potential.

We Value

Human Dignity and Respect 🌟 Fairness and Equity 🌟 Cultural Mindfulness & Diversity 🌟
Accountability & Transparency 🌟 Innovation & Excellence 🌟 Partnerships & Collaboration

Position Objectives

This position is responsible for overseeing and managing the Althea's Community Hub (ACH) operations, service delivery, and compliance.

Key Responsibilities

- Management of Hub operations including centre-based, outreach and mobile homelessness, emergency relief services and compliance requirements.
- Oversee our social enterprise, Morehead Meals ensuring it delivers affordable, healthy and delicious meals in accordance with safe food handling requirements.
- Oversee the provision of daily care, user facilities, case management and community/outreach support and assistance to all customers of ACH.
- Oversee and direct ACH Case Workers to ensure that client-centric case management addresses individual needs of people who are homeless, or those at risk of homelessness.
- Maintain high functioning programs and ensure service delivery targets and organisational standards are achieved, and funding body requirements are met.
- Engage and represent Althea's Community Hub across key local and regional stakeholders, community organisations and government agencies.
- Lead and supervise the ACH team (including volunteers), ensuring a safe and harmonious work environment free from bullying, discrimination and harassment.
- Undertake supervisory and people management responsibilities and activities in accordance with legislated requirements and organisational policies and procedures.
- As a member of the leadership team, work collaboratively with internal stakeholders to develop, implement and report on the operational program and budget.
- Ensure that customer activities are monitored, rules are abided by within the Hub and protocols achieve intended outcomes or are updated as necessary.
- Ensure the ongoing safety and maintenance of the Hub; including meeting all quality assurance activities are actioned and documented as required.
- Work in accordance with all relevant legislation including *Homelessness Program Guidelines, Specifications and Requirements, Fair Work Act 2009, Information Privacy*

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Act 2009, Privacy Act 1988, Human Rights Act 2019, Anti-Discrimination Act 1991, Food Act 2006.

- Act in accordance with our mission and values at all times.
- Actively contribute to maintaining a culture which values health, safety and wellbeing.
- Any other duties as reasonably required and which fall within the scope of this level.

Key Results Areas

- Programs are continuously monitored and evaluated to achieve best practice
- Capacity is built through strong networks and partnerships
- Adherence to legislation, quality assurance and established work practice
- Quality Assurance and Funding Body requirements are accurate and continuously met within required timeframes
- All reporting requirements are accurate and continuously met within required timeframes
- Hygiene and food handling practices are maintained to avoid illness or infection
- All employees and volunteers are appropriately inducted, supported and trained
- ACH is maintained as a healthy, safe, clean and tidy environment

Policies and Procedures

All employees have a duty to familiarise themselves with and comply with all Althea Project policies and procedures as communicated and amended from time to time.

Qualifications and Licenses

Essential

- Bachelor level qualifications in Human Services, Behavioural Science or equivalent with relevant experience; OR relevant high level sector knowledge and experience.
- Food Supervisor Certificate QLD
- Senior First Aid Certificate
- Current C Class QLD Manual Driver's License

Knowledge, Skills and Experience

Essential

- Understanding of the housing and homelessness service systems in Townsville
- Strong cultural awareness of Aboriginal and Torres Strait Islander peoples
- Excellent organisational skills with the ability to prioritise and meet deadlines
- Well-developed interpersonal skills including conflict resolution and crisis intervention
- Excellent communication skills, both verbal and written
- Intermediate computer skills, particularly MS Office Suite

Desirable

- Financial management experience
- Previous similar industry experience

Person Specification

- Well balanced decision making and problem solving skills
- Solutions focus, positive, calm and resilient demeanour

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- Personable, friendly and approachable
- Compassionate, empathetic and non-judgmental
- Ability to think critically and creatively about how to enhance program delivery
- Ability to work independently and as part of a team

Inherent Requirements of the Role

- Sitting and standing for extended periods of time
- Requirement to drive and access various locations including customer homes

Selection Criteria

- SC1** Bachelor level qualifications in Human Services, Behavioural Science or equivalent with relevant experience; OR relevant high level sector knowledge and experience.
- SC2** Knowledge of the sector and understanding of the issues facing the homeless and how to address these; and experience in evaluating and case managing individual needs.
- SC3** Excellent communication and interpersonal skills, including written skills, negotiation, conflict management and ability to maintain and grow a wide range of professional networks.
- SC4** Cultural awareness and understanding of Aboriginal Torres Strait Islander peoples and cultures and the issues which impact upon them in society; and experience in providing culturally appropriate engagement.
- SC5** Effective time management, with the ability to oversee and organise a range of activities and individuals, maintaining a solutions focus, positive, calm and resilient demeanour.
- SC6** Proven leadership and support provided to team members, with knowledge of human resources management practices, employment and safety legislation and diversity principles.
- SC7** Manual driver's license, Senior First Aid Certificate and the ability to satisfy child and personal history screening; and current positive notice (Blue Card).