

Position Description

Position Title:	Service Manager – Long Term Supportive Housing	Position Number:	POS745
Reports To:	Group Manager - Health & Wellbeing (POS717)	Location(s):	Elizabeth Street
PD Number:	PDHSI045	Classification:	Band 7

Organisation Overview

Launch Housing is passionately committed to achieving our vision of ending homelessness and providing a strong focused voice on homelessness driven by our values; empowering, adaptable, courageous and caring.

We are Melbourne's largest independent secular specialist homelessness organisation and the 'go to' organisation on homelessness for government, media, philanthropy, supporters and the community.

From providing high quality housing and an innovative range of support, education and employment services, we bring solutions to homelessness under one roof for thousands at risk of, or experiencing the crisis and trauma of homelessness. 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 solutions at scale, and to make Melbourne a world leading city in ending homelessness.

Launch Housing is an Equal Opportunity employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, people with a lived experience of homelessness and people who identify as lesbian, gay, bisexual, transgender, gender diverse, intersex or queer.

To find out more, visit our website at launchhousing.org.au.

Position Overview

The Service Manager – Long Term Supportive Housing is a leadership role within the Launch Housing Homelessness Support & Impact portfolio reporting to the Group Manager – Health & Wellbeing and contributes to Launch Housing's aim of ending homelessness.

The Service Manager – Long Term Supportive Housing role is responsible for leading Launch Housing's vision, values and strategy through a Trauma Informed Leadership approach and Launch Housing Leadership Capability Framework. The role is responsible for the operational management and delivery of effective services such as Elizabeth Street Common Ground ensuring operational goals and standards are met and an effective service delivery is provided to all clients accessing the services in accordance with the housing first and trauma informed approaches reflected within Launch Housing Practice Framework standards. The Service Manager – Long Term Supportive Housing will lead programs that understand and support diversity and inclusion and work to address disadvantage and promote positive change and help our clients achieve their desired outcomes with improved health and wellbeing, and greater access to appropriate health services.

This role works collaboratively via a project team with the Homelessness Support & Impact Foundational Support Function, Group Manager - Health & Wellbeing and a Practice leader in developing an AOD, Harm Reduction & Mental Health Service Strategy approach across Launch Housing services to help set up a service model opportunity for long term housing and expand both in reach and on-site support to residential sites.



Service Managers at Launch Housing understand the organisational vision and values and lead their teams in translating these into their daily work. They design services that address client needs without compromising on staff safety, taking an entrepreneurial approach to service development. Where possible they encourage staff to work across service barriers for the good of the client and to break down silos within Launch.

They create opportunities to connect with and show care for their staff at all levels and use problems as learning opportunities (coaching people to ensure good performance where needed). They think about the career development of their direct reports and ensure there is strong succession planning for their own role. They role model the Launch Values and ask for feedback from their staff on how they can improve as a manager/leader.

Service Managers embrace change as an opportunity and focus on new opportunities. When managing teams through change, Service Managers give staff a chance to have their feedback heard. They are evidence based and transparent in their decision making when possible – they help staff to understand the “why” behind decision making.

Direct Reports

- 2-5 Coordinators within Long Term Supportive Housing.

Key Outcomes

Service Management & Delivery

Success will look like:

- Ensuring a consistent, compliant, and best-practice approach to case management and operational practices across all services delivered within long term supportive housing.
- Supporting the Group Manager – Health & Wellbeing in achieving improvements in Impact Measure 1 – increase in the number of high acuity clients with secure housing.
- Supporting the Group Manager – Health & Wellbeing in achieving improvements in Impact Measure 3 - Increase in number and percentage of clients who have a positive transition into secure housing.
- Establishing operational procedures which impact on activities undertaken and outcomes achieved by the service programs, the organization, and the sections of the community we serve.
- Develop lasting partnerships with values aligned and complementary service providers.
- Effectively supporting, maintaining, and sustaining established service level partnerships.
- Establishing operational procedures which impact on activities undertaken and outcomes achieved by the service programs, the organization, and the sections of the community we serve.
- Supporting improvement of client outcomes and satisfaction across all long term supportive housing services through a person-centred and trauma informed approach, harm reduction and recovery-oriented practices.
- Report routinely against agreed and established data trends, outcomes, and impacts, ensuring that key data is available to quantify the impact and outcomes of long term supportive housing services.
- Collaborating with external contractors and Corporate Services to ensure effective and efficient 24-hour operation of both residential facilities and services.

Continuous Quality Improvement

Success will look like:

- Supporting a culture of continuous learning and innovation of enhancing Long Term Supportive Housing services, the organisation, and partnerships.
- Regularly reviewing and monitoring of services to identify possible improvements and required re-developments to enhance client outcomes with focus on housing outcomes, health & wellbeing improvements, and community connections.
- Regularly monitoring compliance with the risk management framework, including OH&S obligations and taking action as required.
- Improving data collection and reporting practices including lived experience feedback to enhance clients and services outcomes.



- Participating and supporting the development of an AOD, Harm Reduction and Mental Health Service Strategy project in collaboration with a Practice Lead, Health & Wellbeing leadership and the AOD Services in Foundational Support.
- Working with the Group Manager – Health & Wellbeing to identify new opportunities for funding and partnership development.
- Under the direction of the Group Manager – Health & Wellbeing, identifying and delivering strategic projects related to the long term supportive housing service area.

Leadership

Success will look like:

- Engagement scores for the service area are equal to, or better than, Launch average.
- Provide leadership to ensure the provision of consistent and high-quality services and outcomes for clients.
- Turnover for the service area is below or in line with industry averages.
- Professional development plans and supervision processes are in place for all staff within the service area.
- Leading a strong safety focus for all teams within the service area (including physical and psychological safety).
- Participation in the on-call roster.

One Team

Success will look like:

- Actively engaging in continuous improvement within the team.
- Building and maintaining strong relationships within the team and Launch Housing.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct.
- Upholding the principles of the Child Safe Code of Conduct, ensuring that Child Safe Standards are translated into operational practices at all times.
- Undertaking any other tasks as directed

Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

Ongoing training not necessarily required in this position, however incumbents must keep up to date with legislative changes and governmental regulations related to role. This position requires the following:

- Extensive specialised knowledge related to the work area
- Extensive knowledge of work practices and policies relevant to the work area
- Extensive knowledge of statutory requirements relevant to the workplace
- Extensive knowledge of their workplace function and operation
- Extensive knowledge of administrative practices and procedures
- Extensive knowledge of wider organisational structures and functions

Organisational Relationships

Level of Supervision

The position is not supervised on a day-to-day basis.

Level of Direction

Works under limited direction.



Availability of Assistance

Guidance generally not readily available.

Extent of Authority

Involvement in the Development or Creation of Work Practices and Procedures

Involvement in establishing operational procedures which impact work activities, outcomes and operational activities.

Involvement in the Preparation of Budgets and Financial Reporting

Employees at this level will be required to assist in the preparation of, or prepare the organisation's budget.

Freedom to Act

Has significant delegated authority. Selection of methods and techniques based on sound judgment.

Monitoring of Work Outcomes

Work outcomes are generally not monitored directly, however someone in this position would be expected to report back to their manager.

Provision of Assistance

This role may provide moderate assistance to lower classified employees.

Problem Solving

Solutions to problems will be based on sound judgment, if no solutions are readily available in documented techniques, precedents, guidelines or instructions.

Key Selection Criteria

- Have a relevant tertiary qualification (desirable).
- Demonstrated experience in client facing human services, social work, or other relevant discipline, with a preference for an understanding of housing and homelessness policy, context, and systems.
- Program or service coordination/management experience within the community and/or public sectors.
- Demonstrated understanding of the trauma informed leadership approach, and knowledge of harm reduction & recovery-oriented practices, and the impacts of this on client care.
- Demonstrated ability to work collaboratively with others towards effective client outcomes.
- Sound people leadership skills, experience in leading/coaching staff and striving for consistency in performance and behaviour.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

