

Position Description

Position Title: Health, Safety & Wellbeing Manager

Position Number: POS711

Reports To: Group Manager – People

PD Number: PDPAC002

Location: The Hub, working at other locations or from home as and when required/agreed.

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

Reporting to the Group Manager -, the Health, Safety & Wellbeing (HSW) Manager plays a key role in embedding a proactive safety culture across Launch Housing. The role is responsible for partnering with leaders and teams across a diverse, multi-site service environment to strengthen safety capability, manage risk, and ensure compliance with statutory obligations through effective implementation of Launch Housing's Safety Management System.

The HSW Manager provides practical, solution-focused advice and coaching to leaders and workers on health, safety and wellbeing matters, including physical and psychosocial risks. The role drives continuous improvement through data-informed insights, incident management oversight, risk management processes, training and capability development, and the development of fit-for-purpose safety initiatives.

Working closely with the People Experience (PX) Team, the HSW Manager also contributes to initiatives that promote diversity, inclusion and psychological safety, supporting the creation of a workplace that is safe, respectful and inclusive for all employees.

Launch Housing Leadership Framework

At Launch Housing, we believe that leadership is not defined by position or title – but by the mindset you bring and the actions you take. We also believe that leadership is learnable – that there is a body of knowledge, skills and dispositions associated with leadership that can be learned. The Launch Housing Leadership Framework outlines the key expectations and behaviours required for effective leadership at every level.

This role is aligned to the Leading Others proficiency level within the framework, reflecting the responsibility to guide and support teams, foster collaboration, and create a high-performing and inclusive environment that drives positive outcomes.



Managerial Responsibility

May supervise a small team or section of their organisational unit.

Key Outcomes

Health, Safety & Wellbeing

Success will look like:

- A proactive and visible safety culture is embedded across Launch Housing, with leaders confident and capable in managing physical and psychosocial risks within their teams.
- Organisational HSW initiatives and wellbeing programs are strategically developed, implemented and evaluated, aligning with Launch Housing's Safety Management System and broader people strategy.
- The Health and Safety Management System is effectively implemented and continuously improved, with clear processes in place to identify, assess and control risks across a diverse, multi-site environment.
- Managers and workers demonstrate understanding of their HSW responsibilities and apply them consistently in practice.
- Psychological safety and wellbeing are actively supported through practical guidance, early intervention approaches and responsive risk management.
- All data is accurate in Damstra/Ideagen and all reporting is done accurately and on time for the Board's Audit, Finance & Risk Committee (AFRC) and other fora.
- Work closely and collaboratively with Launch's Industrial Psychologist and Diversity Inclusion and Belonging Business Partner to ensure fit for purpose safety initiatives.

Incident Management

Success will look like:

- A proactive and visible safety culture is embedded across Launch Housing, with leaders confident and capable in managing physical and psychosocial risks within their teams.
- Organisational HSW initiatives and wellbeing programs are strategically developed, implemented and evaluated, aligning with Launch Housing's Safety Management System and broader people strategy.
- The Health and Safety Management System is effectively implemented and continuously improved, with clear processes in place to identify, assess and control risks across a diverse, multi-site environment.
- Managers and workers demonstrate understanding of their HSW responsibilities and apply them consistently in practice.
- Psychological safety and wellbeing are actively supported through practical guidance, early intervention approaches and responsive risk management.

Continuous Quality Improvement

Success will look like:

- HSW policies, procedures and strategic initiatives are developed, reviewed and enhanced in alignment with legislative requirements and relevant funding or regulatory obligations.
- Data and trend analysis are used to provide meaningful reports and insights to Senior Leadership, supporting informed decision-making and risk mitigation.
- Health and Safety Representatives (HSRs), leaders and workers are supported through capability-building initiatives, including targeted training and coaching.
- Opportunities for system improvement are proactively identified and implemented, strengthening Launch Housing's overall safety maturity.
- The HSW intranet page is always up to date, including contacts for safety champions.



Collaboration, Culture & Organisational Contribution

Success will look like:

- Actively engaging in continuous improvement within your team and across the organisation.
- Building and maintaining strong, respectful relationships with colleagues, clients, and external partners.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct.
- Translating Child Safe Standards into day-to-day practice to ensure a child-safe environment is maintained at all times.
- Contributing to a safe, inclusive and supportive workplace where everyone feels valued, respected and heard.
- Demonstrating professionalism, empathy and discretion in all work-related interactions.
- Handling personal and organisational information with care, confidentiality and integrity.
- Sharing knowledge and supporting the capability and development of others across the organisation.
- Participating in organisational initiatives, working groups or projects aligned with Launch Housing's values and strategic goals.
- Undertaking other duties as required, aligned with organisational priorities and operational needs.

Key Selection Criteria

- Relevant tertiary qualifications in Health and Safety (or related discipline) and a minimum of 8 years demonstrated experience in a similar HSW leadership role.
- Experience within the community, housing or human services sector highly regarded.
- Demonstrated ability to build trusted partnerships and influence leaders and teams at all levels of the organisation, providing pragmatic, risk-based advice that supports operational decision-making.
- Strong experience in risk management and incident management processes, including conducting investigations, identifying root causes, developing practical recommendations, and preparing clear, evidence-based reports.
- Proven capability in implementing and continuously improving safety management systems, including embedding processes across diverse, multi-site environments and supporting organisational change initiatives.
- Sound working knowledge of Victorian health and safety legislation and regulatory frameworks, including demonstrated ability to translate legislative requirements into practical workplace controls and improvements.
- Experience designing and delivering engaging health, safety and wellbeing training, coaching leaders in safe work practices, and strengthening safety capability across teams.
- Knowledge of emergency management principles and relevant standards (including AS 3745 Planning for Emergencies in Facilities) is desirable.
- A valid Victorian driver's licence (mandatory).
- Understanding of, or a demonstrated commitment to upholding, Child Safe Standards in the workplace.
- Strong communication and interpersonal skills, with the ability to engage effectively with people from diverse backgrounds.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

