

# Team Leader

## Supportive Housing Families



### Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

### Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

### What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy service to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

### Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

### Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

### Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

# Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulates our commitment to actively engage with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. Our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

# Position Overview

## Position Title

Team Leader

## Team

Supportive Housing Families

## Reports to

Supportive Housing and Sustaining Tenancies Cluster Leader

## Line Manages

Keeping Families Together  
Supportive Housing Edmondstone Street

## Classification/Award

SCHADS Level 6

## Talkin

Supportive Housing and Sustaining Tenancies Cluster Leader

## Based at

South Brisbane

## Backup when absent?

Supportive Housing and Sustaining Tenancies Cluster Leader

## Supportive Housing Families

Supportive Housing is an evidenced-based and specific model that incorporates housing with support services. The model is delivered in partnership by two separate entities a Community Housing Provider - for these programs this being Common Ground Queensland and a support services organisation. The Supportive Housing Families Team leader will provide leadership to the support services for two Supportive Housing programs, Keeping Families Together and Supportive Housing Edmondstone Street.

## Supportive Housing Edmondstone Street

Supportive Housing Edmondstone Street provides stable, affordable and safe housing for 18 families with at least one child under the age of 5 years who have experienced homelessness and have or at risk of involvement with the child protection system. The Supportive Housing Edmondstone Street team will provide site-based support to the families in the complex. The team will consist of two Family Support and Advocacy workers who will work across 7 days providing case management to the families and a roster of after hours staff providing coverage from 4pm to 8am 7 days a week. The team will provide support through a trauma-informed, person-centred approach, with a focus on sustaining tenancies strengthening family functioning and improving outcomes for children.

## Keeping Families Together

The Keeping Families Together provides long-term, affordable and safe housing for vulnerable families in Brisbane, with the objective of diverting at-risk families from involvement with the child protection system. This program delivers a scattered site supportive housing model, with 20 families being housed in properties managed by Common Ground Queensland. The Keeping Families Together program consists of two Family Support and Advocacy workers providing support through a trauma-informed, person-centred approach, with a focus on sustaining tenancies strengthening family functioning and improving outcomes for children.

# Position Description

## As a Team Leader, you will...

Lead the Keeping Families Together and Supportive Housing Edmondstone Street teams providing leadership, coordination and consistency in the planning, delivery and evaluation of services in line with Micah Projects Strategic Plan.

### Stakeholder Engagement

This position as part of a team engages with the following organisations:

- Common Ground Queensland (Property and Tenancy Management partner)
- Participants
- Child Safety
- Department of Housing
- Child Care and Education Providers
- Health Services (including mental health, AOD and primary health)
- Community and Specialist support services

Collaboration within the Cluster and across Micah Projects Clusters and initiatives may include:

- List main areas that the position collaborates with i.e.
  - Organisational Services
  - Inclusive Health Partnerships
  - Brisbane Domestic Violence Service (BDVS)
  - Home for Good Cluster
  - Women, Children Families Cluster

### Key Responsibilities

#### Leadership and Management

- Work in a Shared Leadership environment as outlined in Micah Projects Shared Leadership Charter
- Create an effective and supportive team environment ensuring a shared understanding of the vision, mission, values, and principles.
- Promote a culture of respect, safety, and trauma informed approaches.
- Support wellbeing and resilience of the team whilst managing workloads and problem solving to maintain services to vulnerable people.
- Ensure effective communication and teamwork occurs within a multidisciplinary team environment and efficient management of sensitive information and compliance with the privacy act.
- Ensure management processes are implemented and maintained such as workload management in a high demand environment, positive and respectful relationships, and commitment to proactive engagement with participants.

- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance.
- Assist team to undertake administrative, practice and quality requirements in Micah Projects systems.
- Perform other relevant duties as assigned.

### **Service Delivery**

- Provide oversight of trauma-informed, person-centred and family-focused support across Keeping Families Together and Supportive Housing Edmondstone Street.
- Support staff to deliver proactive, flexible and responsive case management that promotes housing stability, family wellbeing, safety and connection to community.
- Ensure service delivery is consistent with supportive housing principles, Micah Projects practice frameworks, funding requirements and relevant service agreements.
- Support the coordination of referrals, intake, assessment, support planning and exit processes across the programs.
- Ensure families are supported to access appropriate housing, health, mental health, alcohol and other drugs, domestic and family violence, child safety, legal, education and community services.
- Provide oversight of day-to-day service responses, including support within a 24/7 site-based environment, crisis responses and behaviours of concern.
- Contribute to the monitoring of outcomes for families, including tenancy sustainment, reduced risk of homelessness, reduced child protection involvement and improved outcomes for children.
- Support continuous improvement of service delivery through review of practice, participant feedback, data, reporting and team reflection.

### **Collaborative practice**

- Work as a collaborative member of the multidisciplinary team including Common Ground Queensland, reflecting the values of the organisation.
- Work as an inclusive member of the team, providing appropriate mentoring and guidance as required.
- Demonstrate a high level of teamwork, support, engagement, and communication.
- Develop and maintain effective working relationships with internal teams, government departments, community housing providers and specialist support services.
- Support coordinated practice across Keeping Families Together and Supportive Housing Edmondstone Street, ensuring consistency while recognising the different requirements of scattered-site and site-based service delivery.
- Contribute to strong partnerships with Child Safety, Department of Housing, health services, education providers, domestic and family violence services and other relevant stakeholders.

### **Professional practice**

- Participate in all supervision and professional development as requested and provide input into individual professional development plans.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people and partners.
- Accountable and responsible for making sure that organisational data and records are accurate, complete, and consistent, and used in accordance with policies and procedures and agreed evaluation processes.
- Use sound judgement, initiative and reflective practice when responding to complex family, tenancy, safety and service delivery matters.

- Maintain knowledge of relevant legislation, policy, program guidelines and practice approaches relating to homelessness, supportive housing, child safety and family support.

### Essential Attendance

- Organisational Coordination Team meetings (if required), Leadership Forums, Service Area Cluster meetings, Board/Finance, Audit and Risk Management (FARM), etc. when/if required, shared responsibility for networking events and community engagement and education requests.

### Flexible Hours

- Flexibility in relation to working hours is required to meet the requirements of leadership roles. Any work completed outside of standard hours should be managed within flexible work hours in the span of a fortnight, without the accrual of TOIL.
- Working outside of standard hours will be by negotiation for management of after-hours and for stakeholder engagement.

### Holiday Periods

- Micah Projects is a 365 day a year organisation, which may require members of leadership to be available to work over holiday periods such as Christmas, Easter, and/or other significant cultural periods.

## Criteria and Conditions

### Criminal History Screening

- National Police Certificate     Blue Card  
 Yellow Card     APHRA Registration

### Driver's License

- Essential     Desirable

### Travel

- Essential     Desirable

### Assets Provided

- Work Computer     Work Phone  
 Pool Vehicle     Packaged Vehicle

### Essential

- Human Services diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Knowledge and understanding of the intersection between family homelessness and mental health, alcohol and other drug use, domestic and family violence, culture, disability, socio-economic disadvantage and housing affordability.
- Demonstrated experience in leading, supporting or coordinating service delivery for vulnerable families and children, including the ability to guide staff, contribute to team functioning and support service outcomes.
- Demonstrated understanding of the service system responding to vulnerable families and children in Queensland, including child protection, housing and homelessness services.
- Demonstrated ability to work across multiple programs and service models, including site-based and outreach settings.

- Demonstrated ability to build and maintain strong stakeholder relationships, including effective communication, collaboration and partnership with community, government and specialist services, and the ability to advocate effectively on behalf of participants.
- Demonstrated ability to contribute to service planning, problem solving and decision-making in a team or program environment.
- Evidence of effective communication skills, both written and verbal, and well-developed interpersonal skills.
- Demonstrated IT competencies, including Microsoft Office and organisational data systems, with the ability to support accurate data collection and reporting.
- A positive attitude and the ability to work flexibly, adaptively and proactively in a team environment, with direction and autonomously within program guidelines, and a commitment to the values and principles of Micah Projects.

## Desirable

- Experience working within a supportive housing model, including Housing First or similar approaches.
- Experience in the implementation or establishment of new programs, services or service models.
- Knowledge of trauma-informed and family-focused practice within a site-based or intensive support environment.
- Experience using data, reporting and continuous improvement processes to inform service delivery.

## General Conditions

- All employees are to practice the values of Micah Projects as outlined in the Code of Conduct.
- Appointment to this position will be subject to a criminal history check as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this.
- All employees are to have valid working rights in Australia.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, Quality, Human Resource, Finance, Data, and Case Management Systems.
- Employment in this position is subject to continued funding.
- Employment may involve work or training outside of normal business hours.
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures.
- All employees are required to engage in support and coaching through the organisational performance development system.

## Acknowledgement

**I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects**

**Employees Name** \_\_\_\_\_

**Signed** \_\_\_\_\_

**Date** \_\_\_\_\_