



Housing for the Aged Action Group

ABN: 80 348 538 001 Reg: A0017107L

**Postal address: 1st Floor, Ross House
247-251 Flinders Lane, Melbourne 3000**

Phone: 9654 7389 Fax: 9654 3407

Country callers: 1800 637 389

Email: haag@oldertenants.org.au

Website: www.oldertenants.org.au

POSITION DESCRIPTION

Position Title: Client Services Manager - Housing Support and Care finder – Temporary position

Classification: Social and Community Service Worker, Class 111 – 3 year & thereafter Level 7.3 plus attractive over award salary and conditions per HAAG's Enterprise Agreement

Terms: 3 months contract – Aug to October 2026 (Start/end dates TBC)

Hours: 68.4 hours per fortnight (9 day fortnight)

Position Objective

The Client Services Manager position is responsible for co-ordinating Housing for the Aged Action Group's (HAAG), Home at Last (HAL) Housing Support and Care finder Service. The position oversees the efficient and effective delivery of housing support, advice and advocacy to low-income older Victorian renters and older Victorians at risk of or experiencing homelessness, and to assist them to connect with aged care supports.

The Service comprises the following housing support programs:

- Department of Family Fairness and Housing Initial assessment, case management, brokerage and system enablers
- Care finder program, administered by the Primary Health Networks.
- North-East Regional Victoria (Goulburn Valley Hume) regional program

Accountability, Authority & Decision Making

The Client Services Manager reports directly to the Executive Officer. Additionally, the Management Committee delegates operational matters to the Client Services Manager as per the Schedule of Delegation.

Positions reporting to Client Service Manager - 11.8 FTE

- Senior Care finder (1.0 FTE)
- Intake and Referral (4 FTE)
- Outreach housing support - metro (4 FTE)
- Outreach housing support - regional (2.8FTE)

Primary Focus for the 3-Month Locum Position

During the 3-month locum appointment, the role will focus on maintaining effective day-to-day oversight of the Housing Support and Care finder services, ensuring continuity of service delivery, staff support, funder reporting and operational decision-making

The priority responsibilities below should be considered alongside the general responsibilities of the ongoing role, which is available on request.

Program and Service Management

- Coordinate monthly and quarterly data collection and reporting to funders.
- Prepare monthly data and service reports for the HAAG Committee of Management.
- Attend funder, sector and network meetings as required.
- Monitor program performance, service demand and waitlists, escalating emerging issues to the Executive Officer where required.
- Support continuity of service delivery across Housing Support, Intake and Referral, Regional Outreach and Care finder programs.

Staff Support and Supervision

- Provide task-based supervision and operational support to direct reports.
- Respond to staff consultation requests regarding client-related issues outside scheduled supervision.
- Coordinate and approve leave applications, ensuring adequate service coverage.
- Support staff to manage workload, priorities and service delivery requirements.

Brokerage and Resource Oversight

- Monitor brokerage budgets and spending in line with the brokerage policy.
- Review and approve discretionary brokerage requests as required.
- Identify any budget or resource issues and raise these with the Executive Officer and the Finance Worker.

Client Demand, Risk and Complaints

- Monitor client demand, intake pressures and waitlists.
- Provide guidance on complex client matters and service provision issues.
- Manage service-related complaints in consultation with the Executive Officer.
- Support consistent, responsive and client-focused service delivery during the locum period.

KEY SELECTION CRITERIA

Mandatory

- Tertiary degree, related qualifications or significant industry experience
- Experience in co-ordinating a housing/homelessness service
- Knowledge of Social Services Standards
- Knowledge of the social housing and homelessness service sectors
- Experience in staff supervision
- Demonstrated skills in networking, liaison and the maintenance of strong links with relevant service providers and users
- Experience in working with older people and/or with older people experiencing housing difficulty, and empathy for the needs of vulnerable older people
- Understanding of the needs and barriers to access for older people from diverse backgrounds
- High level time management and problem-solving skills
- Ability to interpret and report on client data with familiarity with the Infoxchange SRS (SHIP) Client Management System database highly desirable
- Computer literacy including experience in using Office including Teams,
- Holder of a current national police check certificate, Working with Children Check, or willingness to obtain one

Desirable

- Experience working for a community member-based organisation
- Ability to work with a diverse range of people
- Knowledge of the aged care sector
- Current Victorian Driver's License
- People from culturally and linguistically diverse, LGBTIQ+ or Aboriginal and Torres Strait Islander backgrounds encouraged to apply.

For more information, please contact the Client Services Manager Christine Stapleton Christine.stapleton@oldertenants.org.au or call the HAAG office on (03) 9654 7389