

MOSS POSITION DESCRIPTION

Program Manager – Support and Community Engagement

Striving to End Homelessness
Sustaining housing and strengthening communities

POSITION	Program Manager – 1.0 FTE/38 hours per week.
CLASSIFICATION	Social and community services employee Level 6.1 – 6.3 negotiable. Access to attractive salary package including the option of a car for personal use.
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010. MOSS Enterprise Agreement 2018.
REPORTS TO	General Manager of Operations
APPROVED BY	Mark Goodie – CEO
DATE APPROVED	August 2026
SIGNED	_____
DATED	_____

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Organisational Context

Merri Outreach Support Service (MOSS) was established in 1989 with the goal of empowering individuals experiencing or at risk of homelessness by providing comprehensive support services aimed at enhancing access to housing, support, and social opportunities. Our overarching goal is to address the root causes of homelessness and promote social equity within our community.

Vision: Striving to end homelessness, sustaining housing, and strengthening communities.

MOSS envisions a future where every individual has a secure place to call home, and communities thrive with inclusivity and support.

Mission: MOSS treats all people equally by ensuring they feel welcomed, connected, involved, secure, and supported.

MOSS is committed to providing holistic support services that foster stability, independence, and meaningful inclusion within our community.

Our People:

At MOSS, our people are the backbone of our work. Comprised of dedicated individuals who are passionate about making a difference, we come together to serve our community with compassion and expertise. The MOSS team includes experienced community advocates and emerging professionals, and we value the unique perspectives and skills each team member brings.

Our Culture:

At MOSS, our culture is rooted in our commitment to social impact and inclusivity. We believe in creating an environment where every voice is heard and respected, fostering a sense of belonging for all. Transparency, integrity, and empathy guide our interactions as we navigate the complexities of the work we undertake. We prioritise continuous learning and growth, providing opportunities for professional development and personal enrichment. Together, we celebrate diversity and champion equity, striving to build a more just and compassionate society.

Our Benefits:

Joining the team at MOSS comes with a host of benefits aimed at ensuring your job satisfaction and wellbeing.

MOSS offers secure employment with competitive salaries. Our staff are employed under the MOSS Enterprise Bargaining Agreement (EBA), which provides exceptional employment conditions, including superannuation contributions on top of your annual salary, along with salary-sacrificing options.

In addition to standard leave, we provide additional paid leave between Christmas and New Year, along with greater personal leave accruals, generous paid parental leave, and the option to purchase leave. We also provide access to a free employee assistance program, and a range of health and wellbeing supports to ensure our staff feel supported both personally and professionally.

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Position Summary

The Program Manager of the Support and Community Engagement program is a pivotal leadership role focused on enhancing the well-being, housing stability, and social connectedness of older adults experiencing homelessness, housing vulnerability, or social isolation. A key priority of this role is to build trust, strengthen team cohesion, and foster a supportive, respectful and psychologically safe work environment where staff are clear about expectations, feel supported in their work, and are able to contribute to continuous improvement. The Program Manager oversees multiple programs and services across MOSS's Northcote and Brunswick sites, including the Community Connections and Care Finder programs. These programs operate across the Darebin, Banyule, Nillumbik, Hume, Whittlesea and Merri-bek local government areas in Melbourne's Northern Metropolitan Region. The role leads and supports a dedicated team, promotes a positive and collaborative work culture, drives continuous improvement, and ensures services meet all funding, quality and compliance requirements.

This role requires management of diverse funding streams, including the Home and Community Care Program for Younger People (HACC-PYP), funding from the Victorian Department of Families, Fairness and Housing (DFFH), Care Finder funding through Primary Health Networks (PHN), and the Commonwealth Home Support Programme (CHSP). A key component involves navigating complex reporting requirements and referral pathways, with responsibilities extending to administrative oversight and occasional direct client engagement.

Program management and service delivery

The Program Manager is responsible for the effective delivery, performance, compliance, and continuous improvement of programs funded through three key funding streams:

- Home and Community Care Program for Younger People (HACC-PYP),
- Commonwealth Home Support Programme (CHSP), and the
- Primary Health Network (PHN) Care Finder Program.

The role ensures services are responsive to community needs, meet funding and quality requirements, and achieve positive outcomes for clients across Melbourne's Northern Metropolitan Region.

HACC-PYP Funded Programs

Community Connections: Provides short-term support, information, advocacy, and linkages to health, housing, and community services. The program assists people experiencing vulnerability to address immediate needs and build pathways toward greater independence and wellbeing.

Housing Support for the Aged Program (HSAP): Provides long-term case management, outreach, and community development support to older people with complex needs. The program helps individuals maintain housing stability, improve access to health and social services, and reduce social isolation.

Older Persons High-Rise Support Program: Delivers proactive outreach and support to residents of public housing high-rise estates in Northcote and Brunswick. The program promotes health and

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wellbeing, strengthens social connections, improves access to services, and supports tenancy sustainment.

Volunteer Program: Engages volunteers in a range of community-based activities that support older residents and vulnerable community members. Key initiatives include digital literacy support, community engagement activities, food security programs, and other projects that enhance independence, inclusion, and social connectedness.

CHSP Funded Program

Hoarding and Squalor Program: Supports older people experiencing hoarding and squalor issues that impact their health, safety, and ability to live independently. The program provides intensive case management, practical support, advocacy, service coordination, and specialist interventions to reduce risks and improve living conditions.

PHN Funded Program

Care Finder Program: Supports older adults who face significant barriers in accessing aged care and other essential services. Through assertive outreach, intensive support, and advocacy, Care Finder assists individuals to navigate My Aged Care, access health, housing, and community services, and remain connected to the supports they need to improve their wellbeing and quality of life.

Governance and Accountability

The following accountability requirements apply across all programs and funding streams managed by the Program Manager.

The Program Manager is responsible for consistently upholding MOSS's policies and procedures and ensuring that each team member does the same. The program should operate in alignment with the organisation's mission and vision, guided by the standards and guidelines set forth by the funding body. The Program Manager will oversee work practices that reflect these principles, maintaining the highest professional and ethical standards in all aspects of their role. This position reports directly to the General Manager of Operations, who is based in Broadmeadows.

Key Responsibility Areas

Consumer Services:

- Ensure and delegate timely responses to referrals from the Office of Housing, My Aged Care, and other referral sources, coordinating efficient intake processes.
- Oversee the provision of advocacy and support, ensuring consumers are connected to appropriate mainstream and specialist services.
- Facilitate community connection initiatives to help consumers build social networks and achieve case plan goals.
- Supervise and support staff to conduct assessments, develop and monitor case plans, and maintain accurate documentation.

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- Manage team caseloads to ensure balanced workloads and high-quality service delivery.
- Provide leadership and guidance to team members.
- Oversee consumer access to resources, housing application processes, and tenancy issue resolution.
- Promote a service culture that encourages consumer independence and self-reliance.
- Monitor the administration of brokerage funds, ensuring compliance with program guidelines.

Leadership, Team Culture and Workforce Support

- Provide calm, consistent and values-based leadership that promotes trust, accountability, collaboration and psychological safety across the team.
- Build and maintain a cohesive and supportive team culture, including proactively addressing communication issues, role clarity, workload pressures and interpersonal challenges.
- Support staff through change, service improvement and operational demands using a transparent, respectful and solutions-focused approach.
- Model professional behaviour, reflective practice and constructive communication in all interactions with staff, consumers, stakeholders and management.
- Identify and escalate workforce concerns early, working collaboratively with the General Manager of Operations and relevant internal supports to resolve issues appropriately.

Community Liaison and Networking

- Represent MOSS and its programs positively across local, regional, and state networks, fostering strong relationships with consumers, service providers, and stakeholders.
- Maintain a comprehensive and up-to-date understanding of available resources and support services to meet consumer needs effectively.
- Ensure adherence to established protocols with partner agencies to promote collaboration and seamless service delivery.
- Facilitate clear and effective communication with external services, providing guidance on referral pathways and supporting mutual understanding of consumer needs.
- Participate in relevant network meetings and forums, promoting MOSS programs and strengthening the agency's profile within the sector.

Policy, Planning and Community Development

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- Identify common needs and systemic issues affecting older people in public housing through program oversight and analysis of service delivery themes.
- Oversee the implementation and delivery of community development initiatives, including but not limited to the MOSS Foodbank program.
- Advocate for the needs of older people in low-cost accommodation by promoting their interests to mainstream and specialist services and participating in relevant forums.
- Maintain a comprehensive understanding of government policies impacting this demographic and contribute to policy development and responses to systemic issues as directed by executive management.
- Lead regular reviews of program operations, supporting service improvement and development through planning days and quality improvement initiatives.
- Implement program enhancements and operational changes as directed by executive management, ensuring alignment with agency-wide initiatives.
- Actively contribute to MOSS growth and development by participating in or facilitating staff involvement in internal committees, working groups, and agency-wide initiatives.
- Schedule and facilitate team meetings to promote collaborative planning and communication.

Reporting and Administration

- Maintain accurate program and consumer records, including case files and other required data, ensuring compliance with organisational standards.
- Oversee and maintain efficient filing systems to support program functionality.
- Ensure team members undertake timely and accurate recording of consumer information using the SRS electronic database.
- Prepare and oversee reporting requirements for HACC, CHSP, Primary Health Networks and the Volunteer Program, ensuring deadlines and standards are met.
- Compile evaluation reports on client outcomes and support management with the preparation of other reports as needed.
- Submit all formal reports for management approval.
- Adhere to the Agency's Financial Delegation of Authority and ensure compliance with recording practices.

Accountability

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- Operate in accordance with MOSS Policy and Procedures Manual, ensuring alignment with Home Care Standards, Primary Health Networks, and other accreditation requirements.
- Manage the Support and Community Engagement program within its allocated funding and in compliance with organisational and funding body guidelines.
- Report to the Team, General Manager, and CEO, ensuring accountability and transparency in program operations.
- Facilitate regular team meetings to maintain effective communication and coordination across managed programs.
- Provide scheduled supervision to team members, including conducting performance reviews and offering support for professional development.
- Prepare and submit reports as required by funding bodies and the MOSS Executive Management Team in a timely manner.
- Actively participate in agency meetings, Program Managers' meetings and scheduled supervision with the General Manager.
- Approve team members' timesheets and oversee submission of timesheets and leave applications within required timeframes.

Key Selection Criteria

- A tertiary qualification in community development, social work, community services, welfare studies, or equivalent. A tertiary qualification in management would be well considered.
- Demonstrated knowledge of the aged and disability service systems, including familiarity with My Aged Care, Home and Community Care Program (HACC), Commonwealth Home Support Program (CHSP), and the Victorian Department of Families, Fairness and Housing (DFFH) funding and reporting requirements.
- Solid understanding of the public housing system and the specific challenges faced by older residents living in public housing.
- Commitment to continuous quality improvement with an understanding of accreditation processes.
- Strong leadership abilities in supervising and supporting staff working with marginalised consumers, with a focus on maximising performance and effectively guiding staff through change processes.
- Demonstrated experience building cohesive, respectful and high-functioning teams, including the ability to strengthen team culture, address workplace challenges constructively, support staff wellbeing, and create a psychologically safe environment.

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- Proven ability to work both collaboratively and independently, as needed for different program components.
- Excellent organisational, interpersonal and communication skills, including:
 - Proficiency in interviewing and counselling.
 - Strong writing skills, including report preparation.
 - Experience in managing Brokerage funds, SRS database, and data reporting.
 - Effective oral communication for liaison, consultation, negotiation, and advocacy.
 - Networking skills to establish and maintain productive relationships.
 - Proficient in using IT systems to support program activities and manage data effectively.

Additional Information

Office: This position is based across multiple MOSS sites.

Hours of work: Business hours Monday to Friday

Website: www.merri.org.au

Occupational Health and Safety:

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity:

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity:

Merri Outreach Support Service welcomes applicants from diverse backgrounds and communities, including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ, and people with disabilities. MOSS's commitment to diversity and inclusion is further evidenced by our Reconciliation Action Plan.

Child Safe Organisation:

Merri Outreach Support Service promotes the safety, well-being and inclusion of all children and is committed to practices that instill a child-safe culture.

Employment is subject to:

- a current Working with Children Check
- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications

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Inherent Requirements of the Role

The following table outlines the main physical, psychological, cognitive and work environment requirements of the Program Manager – Support and Community Engagement. These requirements are intended to support applicants' understanding of the inherent demands of the position.

Element	Key Activity	Frequency
Client Facing and Service Delivery	Engage with older people who may be experiencing homelessness, housing insecurity, social isolation, complex needs, trauma, mental health concerns, disability, or age-related vulnerability.	Occasional
	Support staff to respond to consumers, families, carers, residents, and members of the public who may display a range of emotional responses, including distress, frustration, confusion or crisis-related behaviour.	Regularly
Leadership and People Management	Lead, supervise and support staff working with marginalised older people and consumers with complex needs.	Daily
Work Environment	Work across multiple MOSS sites, community settings, public housing locations and stakeholder locations within Melbourne's Northern Metropolitan Region.	Regularly
	Work in an office environment, including open-plan spaces, shared work areas and buildings that may include stairs.	Daily
	Sit at a computer, attend meetings, read documents and complete administrative tasks for extended periods.	Daily
Administration, Reporting and Technology	Use technology including computers, phones, mobile devices, video conferencing, databases, email, SharePoint and other organisational systems.	Daily
	Maintain oversight of accurate case records, service data, program files, reporting requirements and consumer-related documentation.	Daily
Psychological and Cognitive Demands	Sustain attention, judgement and decision-making while managing interruptions, competing demands and time-sensitive matters.	Daily

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- Respond to complex or sensitive matters involving consumer risk, service quality, staff support, complaints, safeguarding, privacy or occupational health and safety. Regularly

Community Liaison and Stakeholder Engagement	• Represent MOSS in meetings, networks, forums and collaborative partnerships with government, housing, health, aged care and community service stakeholders.	Regularly
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Manual Handling and Physical Tasks	• Undertake general office-based physical tasks such as carrying documents, using office equipment, setting up meeting spaces and moving between work areas.	Occasional
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Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

Application process and contact information:

- For more information about the position, please contact **Hardeep Saini – General Manager of Operations** on **0435 171 565**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au
- Please address the key selection criteria in your application and include three referees, at least one of whom is a current or recent supervisor.
- The closing date for applications is 18 August 2026.

Please forward these to:

Hardeep Saini

Email: Careers@merri.org.au