

POSITION DESCRIPTION

Position Title:	Housing and Homelessness Support Manager—Barwon Housing and Homelessness Support Manager— Grampians Housing and Homelessness Manager--Hume
Reports to:	Senior Manager - Housing and Homelessness Support (HHS)
Supervising:	Housing & Homelessness Regional Team
Liases with:	Executive Management Team (EMT), other Wintringham Managers, Tenancy Management Workers, Wintringham Support Staff and external networks
Location:	Barwon, Grampians or Hume site Office
Classification:	Wintringham Collective Agreement 2024 – Schedule G
Hours:	Full Time/Part Time

About Wintringham

Wintringham provides affordable and high quality housing, support, aged care and NDIS services and accommodation to people over 50 years old, who have previously experienced homelessness or are at risk of becoming homeless.

Wintringham promotes a care model of empowerment, where Wintringham staff work in partnership with clients and residents to achieve mutually agreed outcomes.

Wintringham is an advocate for older people, respecting their individuality, whilst working to achieve equality and social justice.

Position Summary

The Housing and Homelessness Services (HHS) Manager—Regional Victoria is responsible for the leadership, performance and sustainability of Housing and Homelessness Services within an allocated region. Operating within a place-based service delivery model, the role is responsible for overseeing complex client practice, service delivery, workforce capability, service quality, compliance, stakeholder engagement, and regional growth opportunities.

As the leader accountable for operations within a dedicated region, the HHS Manager— (Barwon/Grampians/Hume) closely with staff, community partners, government agencies and internal service areas (including Home Support), to strengthen local integration, responsiveness and participant outcomes. This role

promotes high quality, person centred practice, enables local decision making, and ensures services are delivered in alignment with organisational values, contractual obligations, and strategic priorities

The HHS Manager—(Barwon/Grampians/Hume) fosters a culture of accountability, collaboration, and continuous improvement while championing social justice and positive outcomes for people experiencing or at risk of homelessness.

Key Responsibilities/Duties

- Lead and manage an HHS team to deliver responsive and effective services that meet organisational objectives and are tailored to the individual needs of participants
- Lead and oversee service delivery functions including client intake, assessment, support planning and service coordination, providing practice leadership and decision-making support to a team supporting participants with complex support needs or who require coordinated responses across multiple services, to promote safe, effective and person-centred outcomes
- Build, lead, and develop a high performing regional team through effective supervision, coaching, workforce planning, performance management, and capability development.
- Ensure compliance with legislative, contractual, funding and quality requirements, including oversight of service delivery, client outcomes, risk management and continuous improvement activities.
- Manage regional operational and financial performance, including budgets, resource allocation, reporting, monitoring progress towards program targets, and adapting approach where required.
- Build strong relationships with community organisations, government departments, health services and other key stakeholders to strengthen local partnerships, referral pathways, and service integration.
- Promote place-based practice and collaboration across Housing and Homelessness Services, Home Support and other internal programs to enhance participant outcomes and service responsiveness.
- Identify and implement opportunities for service improvement, innovation, and growth within the regional service footprint.
- Contribute as an active member of the leadership team, providing strategic input, regional insights and high-quality reporting to support organisational decision-making.
- Understanding and adherence to Wintringham's Code of Conduct
- Participate in the continuous improvement cycle, by proactively identifying and raising improvements through Wintringham's quality systems
- Understanding responsibilities in relation to the role as defined in the relevant policies and procedures
- Practice open communication and proactively participate in problem solving, where issues or areas of disagreement arise
- Other duties as required

Health & Safety Responsibilities

As a Wintringham employee, you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004 (Vic)

Key Selection Criteria

Skills/Experience:

- Demonstrated leadership experience within homelessness, housing, community services or a related human services environment, including responsibility for service delivery, workforce management and operational performance.
- Proven ability to lead and develop high performing teams, foster collaboration, accountability, wellbeing, and continuous improvement.
- Strong understanding of homelessness, housing support and broader community service systems, including contemporary practice approaches and person-centred service delivery.
- Demonstrated experience managing complex, high risk client matters requiring cross-service collaboration, including assessment, care planning, service coordination, risk management, and crisis intervention, and providing sound practice guidance to support informed decision making.
- Demonstrated experience managing quality, compliance and risk, including contractual obligations, legislative requirements, incident management, and continuous improvement processes.
- Proven financial and operational management capability, including budget oversight, performance monitoring, and resource management.
- Highly developed stakeholder engagement and relationship management skills, with the ability to build partnerships, influence outcomes, and represent the organisation within community and government forums.
- Demonstrated ability to lead change, service improvement and innovation initiatives while maintaining service quality and workforce engagement.
- Commitment to social justice, inclusion and participant rights, with the ability to model organisational values and promote dignity, choice and empowerment in service delivery.

Qualifications

Essential

- Relevant tertiary qualification in Social Work, Welfare, Community Services or a related discipline and or significant equivalent relevant experience in the
- Current valid Victorian Driver's Licence.

Desirable

- Experience working within housing, homelessness, aged care, disability or integrated community service environments.
- Knowledge of Victorian housing and homelessness systems, My Aged Care, NDIS and related service frameworks.
- Experience leading geographically dispersed teams within a regional service delivery model.
- Current First Aid Certificate (Level 2).

Appointment is subject to a satisfactory clearance of all employment screening requirements as per the Employment Screening policy prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

The successful candidate will be a member of Key Personnel and must satisfy the requirements to determine suitability in line with the Key Personnel policy.

Wintringham is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham.

EMPLOYEE'S NAME _____

SIGNED _____ DATE _____