

Position Description

Position Title:	Team Leader – Case Management	Position Number:	POS102 & POS541
Reports To:	Coordinator – Case Management	Location(s):	Southbank
PD Number:	PDHSI126	Classification:	Band 5

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

Launch Housing Southbank is a 51-bed crisis accommodation service in Melbourne. It offers short stays, case management, healthcare via our onsite nursing program, advocacy, and crisis support to people in need of emergency accommodation. In addition, Southbank provides clients with a selection of wellbeing options, intensive case management, AOD supports on site and a peer support program in a holistic multidisciplinary team designed to support clients through chronic and episodic homelessness. The front desk is operated 24/7 with stand-up shifts to provide assistance and care to residents and to ensure safety and security at all times.

The Team Leader will manage a small team of workers within the program or service and support a caseload of clients. The Team Leader reports to the Coordinator and is responsible for the supervision of the members of their team. The incumbent will act as a mentor to help facilitate and enhance the on-the-job performance of support workers by reviewing casework, managing caseloads and ensuring effective client outcomes.

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.



Key Outcomes

Service Delivery

Success will look like:

- Assist in the development and implementation of case plans by applying advanced interpersonal skills, particularly negotiation and conflict resolution skills, prioritising and decision-making, and early intervention and solution-focused strategies.
- Ensure a consistent, innovative, compliant and best-practice approach to case management at Southbank, supporting the improvement of case management and consistency in practices across crisis services.
- Foster a culture of Trauma-Informed and person-centred client care, where the interests of clients are always at the fore.
- Ensure accurate and current records are confidentially maintained.
- Contribute to the delivery of innovative solutions to improve accommodation and housing outcomes for clients.
- Ensure collaborative service delivery with other professionals involved with the client's support.
- Ensure that staff provide an integrated and comprehensive assessment and casework service to the client group.
- Ensure the team actively contributes to the mission and vision of the organisation, lives its values and operates with a high-level of integrity.
- Foster a culture of client care, where the interests of clients are always at the forefront.
- Participate in the on-call roster.

Continuous Quality Improvement

Success will look like:

- Provide leadership using a best practice leadership approach to the Case Management Staff, and oversee activities at the Southbank site to ensure the provision of consistent and high-quality services.
- Participate in the recruitment process and lead the induction and training of new staff members.
- Coordinate and provide learning and development opportunities for staff.
- Ensure the appropriate supervision and performance development of staff, in accordance with relevant Launch Housing policies and procedures.
- Ensure team compliance with all Launch Housing policies, procedures and relevant practices, as well as aligning with relevant legislative, regulatory and policy requirements.
- Support a culture and program of continuous improvement, provide direction to support a high-performance culture focused on client outcomes and impact, and the wellbeing of staff.

One Team

Success will look like:

- Actively engaging in continuous improvement within the team.
- Building and maintaining strong relationships within the team and Launch Housing.
- Behaving in accordance with all Launch Housing policies and procedures, including the Code of Conduct.
- Upholding the principles of the Child Safe Code of Conduct, ensuring that Child Safe Standards are translated into operational practices at all times.
- Undertaking any other tasks as directed.

Position Characteristics

Skills, Knowledge, Experience, Qualifications and/or Training

Incumbents in this position will undertake ongoing up-skilling both internally and externally. This position requires the following:

- Advanced specialised knowledge related to the work area.
- Working knowledge of work practices and policies relevant to the work area.
- Working knowledge of statutory requirements relevant to the workplace.



- Working knowledge of their workplace function and operation.
- Working knowledge of administrative practices and procedures.
- Working knowledge of wider organisational structures and functions.

Organisational Relationships

Level of Supervision

The position is generally not supervised, unless undertaking specialised or complex responsibilities.

Level of Direction

Works under general direction.

Availability of Assistance

Assistance available when required and when problems occur.

Extent of Authority

Level of Management Responsibility

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

Involvement in the Development or Creation of Work Practices and Procedures

May contribute to matters for which there are no clearly established practices and procedures.

Involvement in the Preparation of Budgets and Financial Reporting

Employees at this level will be required to assist in the preparation of, or prepare the organisation's budget.

Freedom to Act

Employees adhere to established work practices. However, they may be required to exercise initiative and judgment where practices and direction are not clearly defined.

Monitoring of Work Outcomes

Work outcomes are generally not monitored directly, however someone in this position would be expected to report back to their manager.

Provision of Assistance

This role may provide limited assistance to lower classified employees.

Problem Solving

Solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines.

Key Selection Criteria

- A relevant tertiary qualification in human services, and direct experience in the delivery of services to clients with complex needs relating to homelessness.
- Demonstrated experience in client facing human services, social work or other relevant discipline, with a preference for an understanding of housing and homelessness policy, context and systems.
- Extensive experience, knowledge and competency in advanced casework practices including demonstrated ability to practice a range of interventions of case planning and case management approaches, conducting complex assessments and experience in working with clients who present with complex needs.



- Ability to provide supervision that is supportive and promotes professional development and accountability.
- Demonstrated leadership skills and/or previous experience managing staff.
- High degree of initiative and analytical skills, including well-developed organisational and time-management skills.
- Understanding the effect of trauma on clients and vicarious trauma on staff and ensuring staff wellbeing and sound practices to support clients.
- Demonstrated commitment to the values of Launch Housing and our mission to end homelessness.

