

POSITION TITLE	Manager – Youth and Homelessness Services (1.0FTE)
LOCATION	Lilydale
DATE	September 2026
KEY REPORTS	Team Leader – Youth Development Services Team Leader – Homelessness Services
KEY CONTACTS	CEO Executive Management Team Relevant government and community agencies Other Anchor Stakeholders Members of the Board

About Anchor

Anchor has a long history of providing services:

- for children and young people unable to live with their family
- to young people who are at risk
- to individuals and families who are experiencing housing stress or homelessness.



Belief

We believe in the potential of every individual experiencing homelessness. Our focus goes beyond shelter—prioritising resources and support to nurture agency and foster growth. We empower individuals to take control, create their own pathways towards a self-determined future.



Authenticity

We value real connections and open dialogue with our clients, staff, and partners. By fostering a culture of honesty and acceptance, we create transparent, trustworthy relationships. We celebrate and embrace the diversity that makes up Anchor, giving a platform for all individual voices to be heard.



Collaboration

We value the diverse experiences and perspectives of all involved in our mission. Across a diverse set of teams, we foster a sense of unity, listening and working together to achieve the best outcomes for our clients. For while our specific work may be different, what we work towards is the same.



Empathy

Support at Anchor is deep, meaningful, and client centred. We understand that no two individuals experience the same disadvantage, nor have the same aspirations. Every day in our work, we take the time to understand each client, understanding their journey. We place our clients' needs before our own, especially at times of crisis.

About Youth and Homelessness Services

Anchor provides high quality support and services to enable people without a home to identify a pathway from homelessness. Anchor recognises that having a safe and stable place to call home is essential in building a life for individuals, children, young people and families. Anchor uses a trauma informed framework

of practice and combines other theories such as Advantaged Thinking which lifts aspiration for and of people who are disadvantaged.

Anchor offers a range of services in its Youth and Homelessness programs. Anchor operates the “front door” or crisis service for the Yarra Ranges and works with a range of stakeholders to identify people at risk of losing their home, those without a home and people sleeping rough or outdoors. The transitional support team supports people to move from crisis to accommodation for a period until more secure and long-term housing can be attained.

The 15-bed accredited Youth Foyer in Lilydale provides up to two years of accommodation and support using a prescribed model of care, underpinned by Advantaged Thinking, for young people aged 16–22 years. In addition, Youth and Homelessness operates a small counselling service for young people at risk of homelessness and a private rental brokerage service that assists young people to find and establish their own private rental tenancy.

Position summary

Reporting to the CEO, this operational role is responsible for the delivery of support and assistance to people without a home or at risk of homelessness. The portfolio includes:

- Opening Doors Crisis Service
- Transitional Support Services and Case Management
- Youth Development Services, including a 12-bed accredited Youth Foyer.

In addition, this position is responsible for developing innovative programs which build pathways for people from homelessness and working with the Business Development Team to seek funding from either philanthropy or government.

The position works closely with the CEO and contributes to the planning, strategy building and decision making of the Service Delivery portfolio.

The position ensures that Youth and Homelessness staff are engaged with and able to promote the purpose and brand story of Anchor. In addition, the position identifies opportunities and collaborates across the agency to integrate resources, practices and expertise to enhance the impact of Anchor and its service to its clients.

The Manager – Youth and Homelessness Services also has a strong external

focus with communication and advocacy across sector partners, government and community.

The incumbent is required to work within the policies and philosophical framework of Anchor, and to adhere to the highest professional and ethical standards in the performance of duties and responsibilities associated with the position.

Key Accountabilities

Leadership and Culture

- Provide leadership across the Youth and Homelessness portfolio that drives high staff engagement and quality outcomes for clients.
- Foster a strong culture of evidence-based practice and program evaluation, enabling Team Leaders to critically assess and improve their programs.
- Ensure Youth and Homelessness staff are engaged with, and able to promote, the purpose and brand story of Anchor.
- Work across the portfolio and the wider agency to identify opportunities for expansion, innovation, partnership and growth.

People Management

- Ensure all direct reports receive coaching, support and formal performance appraisals in accordance with Anchor's policies, procedures and relevant IT platforms.
- Ensure all staff are provided with opportunities for professional development, training and education aligned with their goals and Anchor's direction.
- Ensure resources, including staff and program, are utilised effectively and efficiently for the benefit of the whole organisation.

Strategic and Business Contribution

- Proactively contribute to Anchor's geographical and program expansion, with a particular focus on early intervention and responses to youth homelessness.
- Actively work with relevant stakeholders in developing community and government-initiated ideas and projects to bring increased affordable housing to the Outer East.
- As a member of the senior management group, contribute to organisational development and the building of capability and capacity.
- Contribute to building organisational strategy and enabling Anchor to realise its values, mission and purpose.
- Work with the Business Development Team to develop innovative programs and pursue funding opportunities from philanthropy and government.

Stakeholder and Partnership Management

- Act as the primary contact for Youth and Homelessness on behalf of Anchor in interagency groups and initiatives.
- Ensure open communication with DFFH and other funding bodies, and act on issues and concerns in a timely manner.
- Establish and maintain quality partnerships and excellent communication with other relevant service providers.
- Maintain a strong external focus, representing Anchor through communication and advocacy across sector partners, government and community.

Service Quality and Client Outcomes

- Manage the ongoing planning and evaluation of services and programs, achieving improvements as detailed in the annual Quality Plan.
- Ensure client feedback is integrated into service planning.
- Achieve and maintain appropriate service accreditations.
- Identify opportunities and collaborate across the agency to integrate resources, practices and expertise to enhance the impact of Anchor and its service to clients.

Compliance, Risk and Governance

- Be responsible for compliance with contractual, legislative and internal policy and procedural requirements across the portfolio.
- Ensure effective and timely completion of all funding body reporting and data collection requirements.
- Ensure that all programs and services meet required compliance to standards, legislation and government frameworks.
- Maintain a working knowledge of Anchor's Risk Management Framework and ensure risks associated with programs are reported, mitigated and managed within appropriate legislative guidelines.
- Maintain a safe work environment by liaising with staff on safety issues and ensuring policy and procedure are followed, including the identification and management of psychosocial safety risks.
- In collaboration with the CEO, ensure Anchor meets its obligations under the Social Services Standards and associated government legislation.

Innovation and Continuous Improvement

- Maintain strong involvement in the Homelessness sector and associated partners to ensure Anchor remains at the forefront of innovative practice and improvements that deliver desired outcomes for the people it serves.
- Actively develop, with the team, a service improvement plan informed by client feedback, incident reports, complaints and compliments.

Anchor's Capability Framework

The Anchor Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment. These capabilities work together to provide an understanding of the knowledge, skills and abilities required of staff in this role.

Key Capabilities

Achieves Results	Drives a culture of achievement and fosters a quality focus. Demonstrates a drive to achieve beyond expectations.
Strategic Thinking	Considers multiple perspectives and risks when assessing key issues and develops solutions with long-term viability for Anchor and the community it serves
Leadership	Engages and inspires others in the strategic direction of Anchor, encourages their contribution and communicates expected outcomes.
Negotiation and Influence	Approaches negotiations with a strong grasp of the key issues. Anticipates, acknowledges and addresses disagreements to facilitate win-win outcomes.
Nurtures Relationships	Builds and sustains relationships within Anchor, across the industry, the government and a diverse range of external stakeholders..
Integrity	Champions at the highest level for adherence to Anchor's standards, promoting a culture of integrity and professionalism. Challenges personal and organisational breaches of values and standards.
Teamwork	Establishes a culture and supporting systems that facilitate information sharing, communication and learning.
Guides, Mentors, Learns	Identifies and develops talent. Encourages and motivates people to engage in continuous learning and empowers them by delegating responsibility.
Engages with Risk	Uses historical, political and broader context to inform and mitigate risk. Is prepared to make tough decisions to achieve desired outcomes.

Technical competencies and behavioural qualities

Skills, experience and knowledge

- Preferred tertiary qualification in community services, leadership, education or similar.
- Demonstrated relevant leadership experience of five (5) years or more in the Specialist Homelessness Sector.
- Demonstrated ability to liaise and work with a range of stakeholders including government, sector partners, community members, peak bodies and people with a Lived Experience of the welfare system.
- Experience in identifying and developing strategic partnerships which can enhance the standard and breadth of services to clients.
- Ability to think strategically and contribute to the further expansion and development of Anchor.
- Demonstrated experience in managing program budgets and understanding of organisational finances in a complex and challenging funding environment.

Mandatory Qualifications and Licenses

- Completion of a Criminal History Check and Employee Working With Children Check, as required by Anchor.

Expected behaviours for all Anchor staff

- Acts in accordance with Anchor's code of conduct, and is committed to Anchor's vision, purpose and values.
- Acts in accordance with Anchor's health and safety policy and management systems, including the psychosocial health and wellbeing framework of <ME>, <WE>, <US>.
- Values and promotes inclusion and diversity, and is not discriminatory against sex or sexual orientation, colour, race, ethnicity or national origins, age, religious or ethical beliefs, disabilities, political views, illness, marital status or family responsibilities.
- Abides by the Child Safety and Wellbeing Policy and requirements in meeting the Victorian Child Safety Standards, a legislated amendment under the Child Safety Act 2005.
- Demonstrates a customer focus by prioritising the needs and outcomes of staff and clients.
- Acts in a manner consistent with Anchor's policies, including social inclusion, equal opportunity, privacy and confidentiality.
- Contributes to a workplace environment which supports peers, develops teamwork and collaboration and positively contributes to group activities.

- Participates in staff meetings, program planning, professional development sessions and service planning meetings.
- Participates in formal supervision processes, probationary and annual performance appraisals.
- Contributes to innovation and continuous improvement.
- Successfully completes all mandatory training in a timely manner, to support high quality, safe and effective service delivery.

Statement of Commitment to Child Safety and Wellbeing

Anchor has zero tolerance for abuse, neglect or harm of children. We are committed to the safety and wellbeing of all children participating in our programs and the welfare of children is always our first priority.

We create environments where all children and young people are valued, empowered and feel safe.

Anchor recognises the history and impact of white settlement upon our First Nations people and ensures the cultural safety of Aboriginal and Torres Strait Islander children. Anchor understands and addresses additional barriers faced by children from culturally and linguistically diverse backgrounds. Anchor acknowledges that children with a disability and LGBTQI+ children have additional vulnerabilities and Anchor responds to their individual needs to ensure their inclusion, empowerment, and wellbeing.

Anchor's commitment to diversity and inclusion

Anchor is proud to be an equal opportunity employer. We celebrate diversity and are committed to employing a diverse workforce and creating an inclusive environment for all employees.

Employee declaration

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed regularly to maintain its relevancy and meets organisational objectives.

Employee Name	
Employee Signature	
Date	