

Position Description

Title	Journey to Social Inclusion (J2SI) Team Leader
Business unit	Homelessness & Community Support
Location	105 Dana Street, Ballarat Vic 3352
Employment type	Full-time, Maximum Term
Reports to	Manager Assertive Outreach & Housing First

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Program Overview and position purpose

The Journey to Social Inclusion (J2SI) is an innovative and evidenced-based case management service for people experiencing long-term homelessness in Central Highlands, Victoria. It differs from traditional homelessness services as it provides the time needed for people to access their permanent homes and have an improved quality of life and increased community connection. Staff can work intensively with small caseloads and use a combined key worker and team approach to deliver intensive individualised support for up to 3 years to each client.

The J2SI service model delivers 5 key service elements:

- Intensive case management and service coordination
- Rapid housing access and sustaining tenancies
- Trauma-informed practice
- Skills for inclusion
- Fostering independence

Sacred Heart Mission, The Salvation Army, Uniting Vic/Tas, and VincentCare Victoria have formed a consortium and successfully received funding from the Victorian Government's Early Intervention

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Investment Fund (EIIF) to deliver J2SI programs across Victoria. J2SI will also work with local ACCOs and other services to help support more people experiencing chronic homelessness.

The objectives of this position are:

- To provide leadership, support and supervision to the Intensive Case Managers and Peer Settlement Support Worker
- To work collaboratively with the J2SI Manager and the ELC team to contribute to a high-functioning team
- Assist the team in embedding program targets and support the team in achieving outcomes.
- To support quality framework, reporting, and continuous improvement
- To develop and support the Peer Settlement Support Worker to use their lived experience to support J2SI clients in maintaining their tenancy and to enhance employment, education, and training opportunities for J2SI clients.
- Maintain partnerships with local area ACCO's to support the J2SI First Nations Worker Role within the broader J2SI team.

2. Scope

Budget: \$1.2m

People: 10FTE

3. Relationships

Internal

- Senior Manager Homelessness Western
- J2SI Program Manager
- J2SI Team
- Ballarat based Homelessness Programs
- Homelessness Advocacy and Reference Committee (HARC)
- N&W Divisional staff

External

- Department of Families, Fairness and Housing
 - Local Community Services delivering programs suitable for client referral and support
 - Local Health Services
 - ACCOs, Community Housing providers
 - All J2SI consortia members, groups and sub-groups
 - Central Highlands Homelessness Alliance (CHHA)
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4. Key responsibility areas

Objectives and Service delivery

- Support J2SI Intensive Case Managers to provide a high-quality case management and service coordination service.
- Utilise J2SI measurement and evaluation framework to capture outcomes of the J2SI program.

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- Ensure accurate, professional, and timely maintenance of client records and data collection in accordance with relevant policies and procedures.
- Assist in regularly auditing staff client files in line with accreditation and external DFFH auditing standards.
- Monitor team and individual service delivery outcome performance as per required targets.
- Contribute to a positive workplace environment, which supports peers, develops teamwork and ensures quality services for J2SI consumers.
- Work alongside local ACCO and First Nation Workers to provide culturally safe consumer support. Establish and maintain partnerships with external referral partners and J2SI Consortium partners.
- Development of effective interagency relationships with Uniting's other services.
- Coordination of the client referral process and monitoring of the engagement period for J2SI.
- Sharing consumer experiences
- Exploring consumers barriers around making a consumer's house, a home.
- Create pathways and opportunities for consumers to connect with the community, by exploring these options with them, and supporting them to actively engage.
- Establish and maintain partnerships with external referral partners and J2SI Consortium partners.
- Development of effective interagency relationships with J2SI partners (consortia) and other services.
- Refine the design and articulation of the service model and ensure a common understanding of J2SI among team members and the J2SI consortium.
- Other duties as required.

Administration

- Ensure understanding of financial responsibilities of role and undertake required activities (e.g. budgets, expenditures, cost allocation) in accordance with current policies, procedures and systems and the application of the correct tools.
- Prepare high-quality and timely reports on the progress of J2SI for the ELC and relevant stakeholders.
- All Uniting staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.

Quality and risk

- Awareness and understanding of J2SI consortium risk strategy and its impact on the delivery of J2SI.
- Demonstrate commitment to continuous quality improvement to enhance systems and procedures in the operations of J2SI.
- Contribute to implementing the Uniting's Strategic Plan by leading by example and taking direction from Senior Management.
- Comply with Occupational Health and Safety policies and procedures and contribute to a safe working environment.
- All Uniting staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work, including active participation in the supervision and performance development process.
- All Uniting staff participating in Case Management activities are responsible for integrating trauma-informed practices and outcomes measurement into their case management process by working collaboratively with clients to identify and pursue positive goals that stabilise their circumstances.

People and teams

- Conduct self in line with the Uniting Leadership Profile.
- Establish, lead, coach and inspire an engaged and productive team

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- Lead the team in leading practices and effective process governance
- Participate in fortnightly program planning meetings with the Program Manager
- Contribute to a workplace environment that supports staff and volunteers, develops teamwork, and ensures the provision of quality and innovative services.
- Consider Uniting policies and procedures and organisational perspective when making decisions and participating in discussions.
- Actively contribute to collaborative practice across the Services Division and the J2SI Consortium, including attendance and engagement in community practice settings.
- Attend and facilitate active participation in team meetings, service planning days and Uniting all staff meetings.
- Assist with Recruitment and selection of the J2SI teams where appropriate.
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Degree qualification relevant to the delivery of community services e.g., Social Work, Psychology, Occupational Therapy or equivalent.

Experience

- Experience in the homelessness sector or in a human services, welfare, social services role.
- Experience in leading and managing a service delivery program within a highly demanding environment.

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- A lived experience of homelessness, rough sleeping, and transitioning into a home (Welcome). Ability to engage and work effectively with consumers experiencing homelessness in a respectful, compassionate and appropriate manner.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Staff supervision and team management experience.
- Substantial experience in service delivery in one or more of the following areas: adult homelessness, alcohol and other drugs, mental health, disability, family violence.
- Demonstrated ability to lead a team to set, monitor and achieve service outcomes.
- Demonstrated ability to lead a team or team member to improve practice. E.g., experience in performance management.
- Experience in managing staff conflict to contribute to a positive work culture.
- Sound knowledge of a variety of theoretical frameworks and strategies applicable for working with clients with complex needs.
- Strong interpersonal skills along with a high standard of verbal and written communication.
- Strong administration skills, proficiency in Microsoft Office Suite programs.
- Ability to manage time, competing priorities and meet deadlines with minimal guidance and direction.
- Proven ability to effectively manage challenging behaviours and respond to crisis situations.
- Proven ability to support the navigation of the service system with a strong understanding of service collaboration. Use initiative to proactively identify and resolve operational and staffing needs.
- Ability to participate collaboratively and constructively within teams of leadership, peers, staff, and other stakeholders, as well as initiative and effective personal judgement when working alone.
- Experience in program evaluation and file auditing.

Desirable

- Previous knowledge in homelessness and/or the Journey to Social Inclusion Program.
- Knowledge of trauma informed practice.
- Leadership experience providing long term support, in a client facing and outreach capacity.
- Demonstrated use of theories and frameworks in case management practice.

Mandatory Requirements

- Eligibility to work in Australia
- A current Criminal Records check.
- International Police checks for staff who have lived outside Australia for more than 12 months within the last 10 years.
- A current Victorian Working with Children Assessment Notice.
- Valid driver's licence to drive in Australia.

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

7. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:	
Signature:	
Date:	