

POSITION DESCRIPTION

POSITION TITLE: Program Manager – SHS and SHLV

POSITION OBJECTIVE:

This role is responsible for the overall management and day-to-day coordination of The Northern Centre's Specialist Homelessness Service (SHS) and Staying Home Leaving Violence (SHLV) programs. The role oversees intake and allocation, leads and supports the program team and contributes to the development and implementation of quality systems and client services and continuous improvement.

REPORTING STRUCTURE:

This position reports directly to the Chief Executive Officer (CEO).

The following positions report directly to this position:

- SHS Case Workers
- SHLV Case Workers
- Intake Coordinator - SHS and SafeT SHLV
- Team Lead - SHS and SafeT SHLV

KEY DUTIES & RESPONSIBILITIES:

Staff Management

- Provide leadership and support to the SHS and SHLV teams and, where required, the wider TNC team.
- Conduct monthly supervision and caseload reviews with team members, and provide additional supervision as required.
- Coordinate individual and team workloads, client allocations, team communications and regular team meetings in consultation with the CEO, Intake, Program Manager - CAFS and Office Manager.
- Monitor individual performance against agreed key performance indicators and address issues as they arise.
- Conduct annual performance reviews and three-month and six-month interim reviews for new employees.
- Identify and facilitate professional development and learning opportunities for individuals and teams.
- Promote a culture of generosity, support, cooperation and accountability within the teams.

Service Delivery

- Ensure professional, high-quality, trauma-informed, evidence-based and client-centred services are delivered at all times.

- Develop and initiate engaging programs that deliver desired outcomes.
- Plan, monitor and report on program requirements, performance, outcomes and contracted deliverables within required timeframes.
- Manage the agreed service delivery structure in accordance with service agreements.
- Ensure all accountability and reporting requirements are met, and programs operate within approved budgets.
- Contribute to and maintain quality assurance systems, including CORIS, CIMS, MA Connect and the HR system.
- Ensure client documentation and data entry are accurate, current and completed in relevant client management systems.
- Facilitate effective communication between program teams, management, the wider organisation and clients.
- Report regularly to the CEO on program performance and deliverables, including matters affecting strategic or operational outcomes.
- Under the direction of the CEO, manage human, material and financial resources and identify and submit grant applications as required.

Relationship management

- Promote and maintain positive relationships with the TNC team, existing and prospective partner organisations, co-located partners, referral agencies and other stakeholders.
- As directed by the CEO, pursue partnerships and strategic relationships that add value to the organisation and its services.
- Promote collaboration and cooperation across TNC and within the broader community and sector.
- Ensure TNC and the program teams are represented at relevant interagencies, committees, forums, working groups and community events.

Direct client service delivery

- Manage caseload allocation across the teams to support efficient service delivery and appropriate client volumes.
- Support team members to achieve contractual key performance indicators and deliver high-quality services.
- Support client-centered and client-led service delivery that applies current best-practice frameworks and complies with service policies and guidelines.
- Support team members to undertake relevant training and maintain their professional development and best-practice capability.

Administration

- Lead reporting to the funder in terms of KPI using both CORIS and DEX reporting

portals

- Support the CEO in the financial reporting requirements.
- Maintain accurate case notes, reports and complete records of work performed in the appropriate database or organisation systems.
- Contribute to the smooth and effective operation of the office environment.
- Provide written and verbal reports as required in line with the team KPIs and contract requirements.
- Ensure the integrity of client-related documentation and data entry procedures, and that information is up to date in existing and future client management systems.
- Complete statistical returns and reports as requested by the manager and participate in research and evaluation projects for the program.

Workplace Health and Safety

- Take all reasonable and practical steps to ensure the safety, health and welfare of all employees, contractors and visitors in consultation with other staff and in accordance with relevant legislation and the Organisation's Policy and Procedures.
- Intervene wherever unsafe work practices are observed and report WHS promptly.
- Ensure accidents, injuries and hazards are reported in the HR Portal within 24 hours and forwarded to the WHS Officer (Office Manager) for action.
- Promote a positive workplace culture that is free of bullying, harassment and discrimination.

General

- Conduct yourself in a professional manner in all dealings with other staff members, clients, and all stakeholders to ensure the reputation and integrity of TNC is upheld in line with our Code of Conduct.
- Perform other appropriate duties and responsibilities as assigned by the CEO and the Organisation.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Familiarise, implement, participate and promote Organisational Policies and Procedures, values, and Workplace Health and Safety (WHS) objectives, processes and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Relevant tertiary qualification in Social Work, Counselling, Case Management or demonstrated experience working with vulnerable communities.
- National Police Check Clearance upon commencement (completed every three years).
- Current NSW Working With Children's Check (WWCC) upon commencement.

- Current First Aid Certificates.
- Current NSW Driver's Licence.

Experience Required

- Experience in delivering high-quality client support.
- Demonstrated experience in leading a team.
- Demonstrated experience managing government contracts and leading a team.
- Working knowledge of the issues facing community and the ability to effectively support the team to use a range of interventions to support vulnerable people; and work from a strengths-based approach.
- Demonstrated leadership skills, including sharing expertise with peers and other team members and having challenging conversations.
- Demonstrated stakeholder engagement skills and be able to identify and build relevant sustainable strategic partnerships.
- Strong understanding of EEO, equity and diversity in the workplace including the Respect at Work bill.

Computer Skills

- Sound computer skills, including use of Microsoft Office suite and CRM databases.

Aptitude & Interpersonal Skills

- Ability to work well and autonomously, within a team environment.
- Ability to prioritise workload in a busy and fast paced environment
- Ability to think and act analytically, creatively and innovatively.
- Ability to understand financial management and budgeting.
- Strong written and verbal communication and interpersonal skills.
- Ability to lead and motivate a variety of people and personalities.
- Strong problem-solving skills and ability to think outside the box.
- High level of attention to detail.
- Able to use own initiative and handle multiple tasks.
- High-level of organisational and coordination skills.
- Excellent interpersonal skills.
- Professional personal presentation.
- Customer service orientation.

KEY PERFORMANCE INDICATORS (KPIs)

- Achievement of SHS and SHLV contractual deliverables, reporting requirements, program outcomes and budget expectations.
- Client service and satisfaction (Client and staff feedback).
- Management, supervision, utilisation, development and engagement of staff reporting to the position.

- Appropriate confidentiality and sensitivity are maintained in all interactions.
- Representation of TNC in a professional manner.
- Satisfactory achievement of ongoing targets, goals and objectives as set by the Manager and TNC.
- Accuracy and timeliness of tasks including data entry, filing, reports, documentation and information management within the Organisation's databases and systems.
- Adherence, utilisation and promotion of the Organisation's vision, philosophy, core values, quality standards, best practice, policies and procedures and WHS requirements.