

1. Organisational Context

Wombat Housing Support Services is an established community-based provider of high-quality, outcomes-focused housing and homelessness support across Melbourne's western metropolitan region. Wombat is governed by an independent Board and operates within the Unison group of companies. The Make Room program is delivered in partnership with Unison and Ngwala Willumbong Aboriginal Corporation (Ngwala), bringing together tenancy management, multidisciplinary support and culturally responsive practice. Unison operates the Buckley Street supported housing facility where Wombat provides 'in-reach' support.

Mission

Wombat supports people who are experiencing, or are at risk of, homelessness in Melbourne's western suburbs. We deliver high-quality support services and advocate for reduced homelessness and a fair, accessible housing system.

Wombat's services include:

- support and advocacy for social housing renters;
- support programs for people engaged with Youth Justice and Child Protection; and
- transitional support for families, individuals and young people.

Our workplace culture is characterised by:

- innovation and the thoughtful integration of new programs;
- accessible, transparent, fair and equitable services;
- culturally responsive practice and respect for language diversity;
- age-appropriate services for children, young people, adults and older people;
- collaborative, cross-program service delivery;
- positive and purposeful change;
- accountability, curiosity and reflective practice;
- active listening and consideration of different perspectives;
- a workforce diverse in experience, age and ability;
- recognition of staff contribution and a strong commitment to wellbeing; and
- a flexible and supportive work environment.

Wombat is an equal opportunity employer committed to a safe, inclusive and respectful workplace. We encourage applications from First Nations peoples, people with disability, people from culturally and linguistically diverse backgrounds, and LGBTQIA+ people.

Wombat is a child-safe organisation and complies with the Victorian Child Safe Standards.

2. Program Overview

Wombat's Support in Housing programs currently comprise of the Buckley Street Housing Support Program, a place based supportive accommodation program in Melbourne's west, and Make Room, a supportive housing program for people experiencing rough sleeping or chronic homelessness in the City of Melbourne. In both programs staff provide practical onsite support to help renters maintain their tenancies and build independence.

In addition, this position will be responsible for leading a range of quality improvement activities and lead specific projects linked to quality improvement, service development and innovation.

3. Position Overview

Position title: Manager – Support in Housing

Position Purpose: The Program Manager: Support in Housing, is responsible for leading, developing, and managing client-centred service delivery, operations, and people within a group of place-based support programs. This role involves leading a multidisciplinary team at multiple locations via the provision of practice leadership, supervision, mentoring, and supporting the development of high-quality service delivery. The position requires a strong knowledge of homelessness, mental health, and AOD, as well as the ability to inspire and support a team of specialist practitioners. The role involves working closely with other program managers and stakeholders to connect people with the right services and strengthen pathways across the homelessness, mental health, and community services sectors.

The role also incorporates two days per week discrete Project work to advance service innovation, systems improvements and quality improvement activities.

Reporting and Accountability: The Program Manager is accountable to the CEO via the General Manager.

Support and Supervision: The program manager will participate in regular 1:1 Supervision with the General Manager

4. Key Responsibilities

- Carry out the duties in accordance with the philosophy, policies, work practices and protocols of Wombat Housing Support Services.
- Manage all aspects of Support in Housing Programs operations to meet agreed outcomes as determined by funding bodies and stakeholders.
- Ensure all aspects of Support in Housing Programs operations and delivery are conducted within legislative frameworks, aligned with best practice revisions, viewed through the lens of continuous quality improvement with fiscally responsible and sustainable goals.
- Provide specialist advice to the CEO, General Manager and Managers regarding operational programs and projects.
- Create and develop positive relationships, including advocacy and promotion of programs and collaboration with internal and external key stakeholders.
- Identify and implement means of improving the efficiency and effectiveness of programs and services offered, within a continuous improvement framework, seeking implementation and review of best practice.
- Promote organisational vision, values mission and business objectives to staff, clients, external partners, and stakeholders.
- Inspire, lead, and motivate people to develop high performing and collaborative teams that embody Wombat's Values.
- Demonstrate strong communication and relationship management skills that create rapport, confidence and convey genuine concern for the wellbeing of individuals and the organisation.
- Develop and maintain positive working relationships and communication with all stakeholders.
- Contribute to the leadership team providing operational and strategic advice.
- Participate in team meetings, Wombat staff meetings and other internal meetings.
- Support and engage with other programs within Wombat
- Participate in Wombat working groups
- Attend external meetings as determined by the General Manager and CEO
- Contribute to the maintenance of information, data and recording systems
- Network with other agencies to further the interests of Wombat service users

- Prepare written reports as required
- Contribute to the development of Wombat policies, programs and procedures
- Represent the interests of Wombat and in the west in consultation with the CEO and Management Team.
- Undertake and oversee various projects as required
- Other duties as directed by the General Manager or CEO.

5. Employment Conditions

Position Title: Manager - Support in Housing

Classification: Social and Community Services Employee Level 7, under the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS Award) and the applicable enterprise agreement.

Eligible employees may access salary packaging in accordance with legislation and organisational policy.

Reports to: General Manager

Employment fraction and hours: Full-time, 1.0 FTE, 38 ordinary hours per week (7.6 hours per day). Actual working arrangements are determined in accordance with operational requirements, the applicable industrial instrument and the employment contract.

Conditions: This is an ongoing role subject to funding. Employment conditions are governed by the Wombat EBA 2016, the National Employment Standards and the SCHADS Award, as applicable. Current organisational benefits include:

- five weeks' paid annual leave per year, pro rata for part-time employees; and
- grace and favour days between Christmas and New Year, in accordance with the EBA.

Probation: A six-month probationary period applies.

Pre-employment screening: Employment is subject to satisfactory National Police Record and Working with Children checks. Candidates who have lived overseas for more than 12 months during the preceding 10 years will also be required to provide an international police check before commencing. The successful candidate must disclose any previous misconduct or formal disciplinary action, as required.

Health and safety requirements: Employees must comply with lawful public health directions and Wombat's health, safety and infection-control requirements.

Work location and travel: The position includes outreach and local travel. A current Victorian driver licence is required.

6. Application and Selection

Key Selection Criteria

- Bachelor's degree or other equivalent tertiary qualifications related to the community/social work field.
- Demonstrated high level of understanding of the challenges faced by those experiencing homelessness and disadvantage.
- Superior leadership skills, with a focus on person-centred supports, employee coaching and development.
- Proven track record in leading projects and supporting project teams.
- Experience undertaking assessment, formulation and support planning.
- Knowledge of mental health, addiction recovery, harm reduction, homelessness and social and community housing systems.

- Experience working collaboratively with multidisciplinary teams and delivery high-quality services in close partnership with external services.
- Skills in risk assessment, crisis intervention and safety planning.
- Excellent communication, engagement, advocacy and report-writing skills.
- An openness to self-reflection, feedback, learning and developing as part of a team
- Current Victorian Driver Licence.

Manager	Employee
Signature: _____	Signature: _____
Date: _____	Date: _____