

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.

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

Make Room is a supportive housing program for people experiencing rough sleeping or chronic homelessness in the City of Melbourne. It provides secure accommodation for up to 12 months, or until a longer-term housing outcome is achieved. Unison provides tenancy management, while Wombat and Ngwala deliver integrated, place-based support to help renters establish and sustain their tenancy. Ngwala leads culturally safe support for First Nations renters and community members. The service model promotes tenancy sustainment, renter-defined wellbeing and connection, early identification of risk, and clear accountability across housing and support partners.

3. Position Overview

Role: Team Leader – Make Room

Scope: Provides operational leadership, practice leadership and day-to-day coordination and supervision of the Make Room multidisciplinary team. The position oversees service delivery, supports staff performance and wellbeing, facilitates integrated responses to complex situations and ensures services remain renter-led, recovery-oriented and trauma-informed.

Reporting and Accountability: Reports to the General Manager via the Program Manager

Support and Supervision: Leads the Make Room team in regular supervision and participates in multidisciplinary case review. Receives regular 1:1 supervision and group reflective practice.

Responsibilities will be commensurate with the SCHADS Award Level 6

4. Key Responsibilities

- Work closely and collaboratively with partners Unison and Ngwala to deliver the Make Room program to ensure high quality program delivery
- Provide leadership, supervision and support to multidisciplinary team members.
- Coordinate intake, allocations and service delivery across the program.
- Lead complex case reviews and risk management responses.
- Promote high quality recovery-oriented, culturally safe and trauma-informed practice
- Support tenancy sustainment through coordinated, integrated responses.
- Ensure all clients have appropriate referrals, support and access to health and mental health services including developing and maintaining partnerships with key stakeholders.
- Monitor service outcomes, quality standards and program performance.
- Develop and maintain effective stakeholder relationships.
- Provide practice guidance and secondary consultation to staff.
- Support workforce development, reflective practice and professional learning.
- Carry out the duties in accordance with the philosophy, policies, work practices and protocols of Wombat Housing Support Services.
- Participate in case management, support meetings, team meetings, Wombat staff meetings and other internal meetings.
- To support and engage with other programs within Wombat
- To attend external meetings as determined by the Team Leader
- To contribute to the maintenance of information, data and recording systems
- To network with other agencies to further the interests of Wombat service users
- To prepare written reports as required
- To contribute to the development of Wombat policies, programs and procedures
- To represent the interests of Wombat and in consultation with the Program Manager
- Other duties as directed by the Manager or CEO.

5. Employment Conditions

Position Title: Team Leader – Make Room

Classification: SCHADS Award Level 6

Salary sacrificing is available, within the limit of the law.

Reports to: Program Manager

Employment Fraction & Hours: Full Time 38 Hours per week. 7.6 Hours per day.

Conditions: As per Wombat EBA 2016 which includes:

- Five weeks (pro rata) paid annual recreation leave
- Grace and Favour days between Christmas and New Year

Probationary Period: A probationary period of 6 months 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

- Tertiary qualification in Social Work, Psychology, Community Services or related discipline.
- Demonstrated leadership experience within homelessness, housing, health or community services.
- Experience supervising and supporting multidisciplinary teams.
- Strong knowledge of trauma-informed, recovery-oriented and person centred practice.
- Experience managing complex risk and critical incidents.
- Excellent stakeholder engagement and partnership development skills.
- Strong written communication, reporting and administrative skills.

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