

Position title:	Program Manager Transitional Accommodation Support Service	Reporting to:	Manager Housing Support Services
Program:	Housing & Homelessness Services	Location:	Alice Springs
Approved:	Director Youth & Family Services	Date:	NOVEMBER 2026
Comments:	Please note that this position requires flexibility to work outside of normal hours and participation in the shared 24/7 On Call roster.		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will mentor and supervise case management staff working in the Alice Springs Transitional Accommodation Support Service (ASTASS) to ensure the delivered service provide supported independent transitional accommodation, holistic wrap around case management to ensure adults and families are not entering homelessness or crisis accommodation services. You will lead staff to identify, assess and develop strategies to identify, assess and develop strategies to support adults and families to transition into independent supported accommodation and support and develop independent living and life skills to enable opportunities for adults and families to seek long term accommodation options, including transitioning into public housing. Using a culturally safe, trauma informed, strength-based framework you will provide accommodation, information, referrals, advocacy, and group work which meet client needs, builds capacity of the target group and regional service system, and raises community awareness about the nature, extent and appropriate responses to people experiencing homelessness. You will work to strengthen the allocated service and undertake service improvement projects using evidence-based interventions, innovation and good practice principles while ensuring compliance with policies, procedures, standards, contracts, and legislation. You will uphold the values of Anglicare NT and provide quality services within the scope of the position and associated delegations

Selection Criteria

Position Specific Requirements

1. Qualifications bachelor's degree and/or Diploma in community, or human services and a minimum four (4) years management and direct experience working with high risk / vulnerable people and families in community-based environments (essential).
2. Knowledge of the housing & homelessness system, child protection system and local youth, family service systems.
3. Demonstrated experience in contemporary approaches to supervising and developing staff, including the provision of supervision and mentoring, undertaking performance reviews, and building and managing multidisciplinary teams.
4. Experience in program management and performance monitoring including service design, review and planning processes and meeting work plan reporting commitments and targets.
5. Demonstrated experience in assessment, assertive outreach strategies and ability to effectively managing complex issues relating to homelessness and assisting families to sustain tenancies in the longer term.
6. Ability to maintain personal and professional boundaries and make complex client related decision making.

7. Demonstrated ability to manage crisis situations and make good decisions under pressure.
8. Demonstrated commitment to working respectfully with Indigenous and culturally and linguistically diverse clients, communities, staff, and Aboriginal Controlled Organisations
9. Ability to promote the service and raise awareness of issues impacting on the target group of vulnerable people and create innovative responses to address needs
10. Ability to deliver information sessions to individuals and groups
11. Demonstrated ability to communicate and negotiate effectively with people at all levels of organisations including statutory authorities, service providers, families / carers, and key stakeholders.
12. Well-developed writing and ICT skills including the ability to master data collection systems maintain client related records and produce good quality internal and external reports on time.
13. Demonstrated teamwork skills, resilience, ability to multitask and work under pressure and commitment to a productive, cooperative, and friendly workplace and be available to participate in a 24/7 on call roster.
14. Willingness to participate in supervision, reflect on practices, review performance, and adhere to work plans and reasonable workplace directives.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. . . Provide staff management, support, practice, and team development

- Provide effective line management: supervision, support, mentoring and debriefing to the ASTASS staff - ensuring active monitoring of workloads and overall individual and team wellbeing.
- Enable staff development activities and undertake Employee Review and Development (GROW) processes.
- Ensure staff respect diversity and mentor the team in culturally safe practices and micro skills which support Aboriginal young people to maintain connection to community, culture, and country.
- Sustain a productive team by convening meetings, case review and practice reflection sessions
- Ensure timely approval of rosters and leave applications in consultation with the Manager.
- Work closely with the Manager, Director, and People & Culture, on any industrial matters as directed.

2. Provide trauma informed, culturally safe, adult & family focused case management & accommodation support

- Provide support to adults and families transitioning into ASTASS accommodation, intensive case management who meet eligibility requirements and who are accepted into ASTASS.
- Flexible intensive case management involves early engagement with people referred to ASTASS and will be implemented to establish a supportive and proactive relationship with adults and/or families that builds trust and a sense of "being with" the person through their accommodation journey.
- Undertake intensive assessment to identify presenting issues and needs, to develop a robust case plan with clear goals and actions
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- Coordinate and work with allocated services to create sustainable holistic support networks, through the provision of referrals, linkages and integration with specialist services.
- Identify accommodation and associated issues before a crisis situation occurs and work to address and put

appropriate support needs in place.

- Support adults and/or families in ASTASS to successfully navigate supported independent accommodation and develop living and life skills to live independently in the future.
- Work closely with Department Housing, Local Government and Community Development, to ensure adults and families transition from ASTASS into public housing and/ or community or private housing options.
- Ensure client case management services are culturally safe, strengths based, and solution focused, and trauma informed with a focus on engagement, respectful relationships, and practical outcomes in line with agreed case work plans and group work programs.
- Undertake safety and risk audits in relation to client work, putting appropriate strategies in place in terms of family violence/the potential for aggression, and child protection considerations.
- Contribute to a service culture of youth participation, empowerment and informed decision making; ensuring client rights are acknowledged whilst fostering respectful relationships and positive self-care.
- Provide targeted stage/age-appropriate group work which promotes social and cultural connections, development of relational and practical life skills and creates participation opportunities.
- Assist with ensuring accommodation units are clean and prepared for new residents. Undertake unit inspections and support client's residents to ensure units are vacated in the condition they were in at the commencement of accommodation agreements.
- Work across the Alice Springs office sites. This position requires participation in the shared 24/7 On Call roster and involves flexibility in working outside business hours at times

3. Provide high level stakeholder and network engagement

- Maintain network of relevant government and non-government organisations and relevant private providers in order to leverage support for the target group.
- Ensure engagement with stakeholders to develop and work together on community projects of common concern.
- Promote the service and contribute to community awareness activities to increase understanding of the issues facing the target group.
- Support and participate in regular documented team meetings which include general business, client updates / case reviews, service planning and in-service training.

4. Provide program administration, client records and reports

- Maintain comprehensive client documentation, ensuring data is entered correctly into the Specialist Homelessness Information Platform (SHIP)/CHINTARO and client file records are up to date and ready for audit and/or provision to external authorities as required.
- Contribute to quarterly reporting to Department of Children & Families and internal reporting, ensuring content is accurate and of high quality.
- Ensure compliance with incident management, reporting and escalation requirements and that organisational obligations under mandatory reporting on Child Abuse, Domestic Violence are met.
- Respond in line with incident reporting requirements in times of a crisis, emergency or following a complaint. Ensure matters are escalated as required and documentation completed.
- Undertake other tasks as directed by the Manager & relevant Director, commensurate with your skills and qualifications including acting higher / different lateral duties.

5. Maintain program quality and continuous improvement within ASTASS

- Ensure accommodation facilities and grounds are well maintained with good amenity, homelike, while being functional and meeting WHS requirements.
- Assist with ensuring that units are tenant ready, inclusive of undertaking cleaning and preparation activities.
- Conduct to service improvement activities including service reviews, file and practice audits, evaluations, development of outcome measures and integration of client feedback approaches.
- Ensure a safe working environment in accordance with legislative requirements and policies and procedures, with a strong focus on prevention, mitigation of risk, effective case management and reflective practice.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.

- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position is graded at an Award Level whereby staff can be allocated for supervision on a temporary or permanent basis. This position may be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and / or on the job assistance to new entrant employees.