

SUPPORTED ACCOMMODATION AND HOMELESSNESS SERVICES - SHOALHAVEN ILLAWARRA (SAHSSI) POSITION DESCRIPTION

POSITION: Team Leader - DVRE
Supported Accommodation and Homelessness
Service Shoalhaven Illawarra (SAHSSI)

REPORTS TO: The Chief Executive Officer

HOURS: (Full-time) 38 hours per week – **Fixed Term to 30th
June, 2020**

CLASSIFICATION: Grade 5

CONDITIONS OF EMPLOYMENT:

- Terms and conditions of employment will in accordance with the Social, Community, Home and Disability Services (SCHADS) Industry Award (Commonwealth).
- The Team Leader DVRE may be required to work from other locations as required.
- The Team Leader DVRE will be required to be On Call.

ABOUT US:

Our vision is a world where all people live safely, independently and free from abuse.

Supported Accommodation and Homelessness Services - Shoalhaven Illawarra (SAHSSI) is a not for profit organisation providing a range of support services to people who are homeless or at risk of homelessness in the Illawarra Shoalhaven District. SAHSSI is a client centred service that offers emergency outreach support to maintain people's tenancies, rapidly rehouse those who have lost tenancies and offers specialist crisis support and safe accommodation to women and their children who are escaping domestic violence or other life crises.

SAHSSI Inc. is managed by an elected Management Committee.

ABOUT THE ROLE:

This is a newly created role with SAHSSI's Illawarra Domestic Violence Response Enhancement (DVRE) team as the Team Leader. The Team Leader DVRE is responsible for day to day supervision of the 5 Full-time and 1 part-time DVRE Case Managers. DVRE provides 24/7 Supported Temporary Accommodation (TA) and Outreach case management to clients who are homeless as a result of Domestic/Family Violence from 2 locations.

This is a temporary position funded to the 30th June 2020.

RESPONSIBLE AND ACCOUNTABLE TO

The Team Leader DVRE is employed by Supported Accommodation and Homelessness Services, Shoalhaven Illawarra and reports to the CEO. The CEO reports to the Management Committee.

MAIN DUTIES AND RESPONSIBILITIES

The Team Leader DVRE will support the Management Committee of SAHSSI Inc. to provide and maintain an organisation that offers people across the Illawarra Shoalhaven with a range of supports to reduce the incidence and impact of homelessness due to Domestic/Family Violence.

The Team Leader DVRE will undertake the following duties:

Organisational Management

- Implement the strategic direction of SAHSSI
 - Meet the service package targets for the Illawarra that relate to the Domestic Violence Enhancement Response funding
 - Collaboration by working with others to achieve common goals such as external stakeholders, funders and partner agencies. Engender a spirit of teamwork and encourage staff to achieve
 - Develop innovative solutions by generating options and ideas for improvements, is open to change alternatives and takes advantage of new and emerging opportunities.
 - Client/member focused by prioritising needs of clients and members, aim for best outcomes for clients and members, is outcome focused and follows through with commitments
 - Ethical by being credible and truthful. Has integrity and principles and reflects expected standards of behaviour and/or Code of Conduct
 - Implement the continual improvement of the organisations services, systems, policies & procedures
 - Provide staff regular supervision and support as required and work with staff to implement their individual plans aligned to the approved professional development plan
 - Maintain systems and procedures to ensure the ongoing security, safety and confidentiality of clients and staff
-

Administration Tasks

1. Ensure that the policies, procedures and philosophy of the Association are implemented and adhered to.
2. Ensure that the Case Managers undertake administrative tasks relating to the care of the clients, e.g. developing and maintaining case notes, correspondence in regard to the client's welfare, correspondence with Government and Community Organisations.
3. Ensuring the accuracy and maintenance of all data relevant to the provision of services in the Illawarra DVRE including vacancy register that relates to the facilities, case management information and CIMS
4. Provide a monthly report to the CEO giving details of staffing updates, current service delivery and client statistics.
5. Engage in Quality Management System processes and procedures to ensure that SAHSSI meet the requirements of the NSW Homelessness Quality Assurance System.
6. Carry out any administration tasks needed for the effective maintenance of work within the service.
7. Ensure that filing systems are maintained and ensure the security of client files.

Service Tasks

1. Undertake supervision with the CEO as required.
2. Carry out supervision with Outreach Case Managers.
3. Participate, where required in staff development, training, planning days, Management Committee meetings and team meetings.
4. Ensure the office and its assets are maintained and report any faults or repairs.
5. As a member of the team be involved in any task which is required to successfully run services provided by SAHSSI.
6. Carry out all duties in a pleasant, helpful manner and to help SAHSSI promote itself to the Community in a positive and professional manner.
7. Abide by all relevant Policies and Procedure of the organisation including the WH&S Policy.
8. Comply with any statutory provisions under the (Children & Young People, Care & Protection Act 1998).

Any other duties as directed by the CEO and or the /Management Committee

PHYSICAL DEMANDS & WORK ENVIRONMENT

The Team Leader DVRE will be required to manage staff and support SAHSSI DVRE clients in the Illawarra

either through outreach or through supported temporary accommodation (TA).

ESSENTIAL REQUIREMENTS:

If you would like to be considered for this opportunity please submit:

- Tertiary qualifications in community welfare, social science or related field, skills and experience with demonstrated commitment to ongoing professional development;
- Extensive experience in staff supervision and conflict resolution
- Strong communication and interpersonal skills especially in crisis situations;
- Excellent computer, writing , analytical and research skills are essential
- Demonstrated ability to support staff to use an integrated, trauma-informed and strengths based approach and to achieve client outcomes;
- Demonstrated ability to work with individuals and/or families from diverse cultural and language backgrounds;
- Knowledge of community agencies and ability to develop partnerships and collaborative working styles with key stakeholders;
- Willingness to complete the "Working With Children Check" and "National Police Check"
- NSW driver's license and sound driving record.

Desirable:

- Prior experience in working within the Specialist Homelessness Service (SHS) funded sector
- Experience working with individuals who have complex support needs

Prepared by:

Title:

Approved by:

Date: