

JOB DESCRIPTION

TITLE OF POSITION	THA Innovation and Project Lead
CLASSIFICATION LEVEL	Lutheran Care Level 5
PROGRAM	Toward Home Homelessness Alliance

OVERVIEW

In 2020, The South Australian Housing Authority (SAHA) announced significant reforms within the homelessness sector. In response to these reforms, the Toward Home Alliance was formed and is comprised of **Baptist Care SA, Lutheran Care, Mission Australia, Sonder, and The Salvation Army**, as well as some important subcontracting partners.

Guided by a united vision of **Ending Homelessness** through services which are bold and transformative, the Toward Home Alliance is committed to ensuring:

- 'Lived Experience' guides and informs all that we do,
- Sector collaboration and person led service delivery,
- The experience of homelessness is short and non-reoccurring,
- Culturally capable and appropriate,
- Accessible and responsive,
- Integrated service delivery and supports,
- Professional and quality service provision,
- Evidence and practice led, with Continuous Quality Improvement imbedded,
- A committed and passionate workforce, committed to ending homelessness.

The Alliance partners will work together to develop and implement more integrated and effective systems, towards achieving its objectives.

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ROLE SUMMARY

The successful candidate will be skilled and experienced at working with a diverse range of stakeholders to deliver against the Toward Home Alliance' (THA) strategic intent and operational priorities. It will involve a close working relationship with the Alliance Senior Manager (SM), and significant engagement with THA's Alliance Management Team (AMT) and stakeholders. This role provides high quality project and administrative support to the THA SM.

The role will provide excellent project management skills, and support collaborative efforts to end homelessness in South Australia, including working closely with internal and external THA stakeholders. By role modelling a highly collaborative, solutions focused and outcomes oriented approach to service delivery, the position will support a collegial and high performing culture across the Alliance. The position will also help activate innovation and opportunities, by working with staff, clients and stakeholders to prioritise initiatives, co-design and implement solutions. Working closely with the ASM, they will have oversight of Alliance priorities and deliverables, particularly in relation to project execution and Alliance priorities.

This leadership role entails engagement with a wide range of stakeholders; a deep respect for First Nations people and the ongoing impact of colonisation; demonstration of a commitment to ending homelessness; and capacity to lead co-design processes and best practice project management principles to deliver against projects and achieve service system improvements.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The THA Innovation and Project Lead reports to the Alliance Senior Manager.

SPECIAL CONDITIONS

Any offer of employment is subject to;

- The successful applicant will be required to hold a current and satisfactory DHS Working with Children Check, NDIS worker and National Police Clearance check prior to being employed.
- The successful applicant will provide a current COVID-19 vaccination certificate prior to commencement and provide dates for further booster shots as required.
- The successful applicant must hold a current South Australian Driver's Licence and possess a registered roadworthy vehicle available for work use.
- Intra and inter-state travel may be required.
- Available for out of hours work where required.

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CORE RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Project Management and Coordination	<ul style="list-style-type: none"> • Lead, research and drive strategic projects and initiatives within the Toward Home Alliance. • Develop and manage strategic and operational projects in consultation with the Alliance Senior Manager and Alliance strategic plan and priorities. • Manage projects in line with best practice project management methodology, on time and within budget. • Develop and manage project governance and risk plans in line with THA's strategic plan and risk management agenda. • Establish and manage effective project reporting to stakeholders and ensure effective records management. • Provide guidance and work direction to the project working group, including scheduling and assignment of project tasks, coordination and facilitation of meetings and oversight of actions. • Prepare resources and assist in the delivery of Sub-committee and Steering Group meetings as well as preparing matters for decision and information. • Coordinate and provide ongoing support to the Toward Home Alliance Senior Manager as needed. • In consultation with the Alliance Senior Manager, lead time limited projects from concept development to implementation and evaluation.
Innovation and Collaboration	<ul style="list-style-type: none"> • Lead and co-design processes for new opportunities and innovation, in collaboration with subject matter experts and THA leadership. • Collate and prepare information and presentations for use in internal and external reports as required. • Assist in facilitating stakeholder consultation to inform service design, improvement and innovation.
Service delivery and Culture building	<ul style="list-style-type: none"> • Coordinate cross-organisational workshops and feedback sessions to assist in improving service delivery and creating value and innovation across the Alliance. • Role model collegial and collaborative culture that builds cohesion and resilience across the Alliance. • Build and maintain strong and effective working relationships with the Alliance Management Team (AMT), THA workforce and other stakeholders. • Engage with people with a lived experience of homelessness to inform the efforts to end homelessness.

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	<ul style="list-style-type: none"> Support collaborative and data driven continuous improvement activities in line with Alliance priorities, inclusive of communicating progress and barriers.
External relationships	<ul style="list-style-type: none"> Work with the ASM to develop and maintain effective relationships with corporate, government, non-government and community stakeholders – empowering and bringing them into the project and its work. Develop networks and partnerships for the delivery of strategic projects and new business opportunities. Build and maintain positive relationships with key internal and external stakeholders to achieve project deliverables.
Leadership, values and principles	<ul style="list-style-type: none"> Commitment to culturally capable and responsive service delivery, and a personal commitment to one’s own cultural learnings and awareness. Commitment to Alliance principles; highly collaborative, no blame culture. Homelessness is both preventable and solvable. Apply THA values, ethics, policies and procedures across all work practices.
Teamwork and collaboration	<ul style="list-style-type: none"> Participate and contribute to a culture of openness and collaboration within the team reporting to the Alliance Senior Manager. Lead projects and foster team cohesion and performance through calling team meetings, creating agendas and meeting protocols and facilitating meetings. Maintain a culture of accountability, respect and excellence across partnerships.
Administration support and Systems management.	<ul style="list-style-type: none"> Follow up on actions and meetings, create reports, analyse data and explains dashboards and other reporting tools to ensure the project is performing to consistently high standards. Provide the Alliance Senior Manager with administrative support, including assisting with diary, maintaining the electronic filing system, email management and escalation of critical incidents to the ASM. In consultation with the Alliance Senior Manager, prepare meeting agenda’s and meeting minutes, as required. Develop and maintain THA information and reports on the SAHA portal. Contribute content to the THA website and e-newsletter.
Cultural Respect	<ul style="list-style-type: none"> Ensure the project recognises the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience. Deliver planning and implementation strategies that are person and community centred for First Nations people and people from diverse cultural backgrounds.

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CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> • Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures • Comply with Professional Codes of Practice.
Teamwork	<ul style="list-style-type: none"> • Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). • Attend and actively participate in regular team meetings and forums as required. • Report to the supervisor as required.
Work Health and Safety	<ul style="list-style-type: none"> • Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. • Promote and adhere to LC's Work Health and Safety guidelines. •
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in LC.

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PERSON SPECIFICATION

- Passion, ambition and perseverance to achieve meaningful change to end homelessness.
- Effective communication skills and capacity to build rapport with other stakeholders.
- Strong leadership skills and ability to value the expertise of stakeholders.
- A 'can-do' action orientated attitude and ability to demonstrate an infectious enthusiasm that inspires others to join the Project.
- Project management skills including leadership, communication, planning and strategic thinking, negotiation skills and critical thinking.
- Well-developed computer literacy skills, including demonstrated achievement in the use of Office 365.
- Excellent knowledge of place- based principles and evidence based housing and homeless policies and practice.
- Understanding project governance when there are multi organisations involved.
- Understanding and implementation of action planning and continuous improvement principles.
- Significant experience establishing and maintaining positive engagement working with community stakeholders including First Nations organisations.
- Previous experience in alliance building; running an advocacy campaign and leading a multi-organisational project (desirable not essential).
- Demonstrated capacity to engage with homeless people respectfully, and a sound understanding of, and commitment to social justice.
- High quality administration skills
- Ability to work independently and as a part a results oriented team
- Relevant tertiary qualifications (Degree in relevant discipline) and / or experience are essential.

Employee: _____ Witness: _____ Date: _____

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