



Working together, giving hope to prevent and end homelessness



Integrity | Respect | Trust | Collaborative | Courageous | Creative

JOB DESCRIPTION

TITLE OF POSITION	Operations Manager - Divert
CLASSIFICATION LEVEL	Lutheran Care Level 6
PROGRAM	Toward Home Homelessness Alliance
LOCATION	Toward Home Alliance sites – City & South

OVERVIEW

Lutheran Care provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and disability support. Current programs include emergency relief, financial counselling, family support and education, foster care, homelessness and housing and, NDIS disability services. Lutheran Care is committed to reducing barriers encouraging inclusion and participation in the community of people all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI), culturally and Linguistically Diverse (CALD) backgrounds and those with a disability.

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 comprising of **Aboriginal Family Support Services, Baptist Care SA, Hutt Street, Lutheran Care, Mission Australia, Sonder and The Salvation Army.**

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

- The 'Lived Experience' which guides and informs all that we do,
- Collaborative Person led service,
- Working towards ensuring the experience of homelessness as short and non-reoccurring,
- Culturally appropriate,
- Accessible and responsive,
- Integration of service delivery and supports,
- Professional and quality service provision,
- Continual evaluation and review, ensuring Continuous Quality Improvement and
- A committed workforce who share the vision of the Toward Home Alliance.

Toward Home Alliance in collaboration with the South Australian Housing Authority (SAHA) has identified a need for transformational change in the way services support people affected by homelessness and have adopted an Alliance model to deliver a 'whole system' approach to achieving the objective of ending homelessness and recognises that every position within the Toward Home Alliance has a vital role to play in eliminating homelessness.

ROLE SUMMARY

The Operations Manager - Divert is responsible for overseeing the day to day operations of the Toward Home Divert service stream. This role involves managing and leading a team to ensure the delivery of high-quality services and quality client outcomes through trauma informed and strengths-based case management. Supporting a team working across various locations, including outreach services, you will be responsible for driving continuous improvement, particularly around implementing systems and structures that support service improvements and staff safety and wellbeing.

Working closely with the Senior Manager, you will demonstrate a sound understanding of working with Aboriginal people and implementing culturally responsive processes. As a member of the Toward Home Alliance Management Team, this role plays a critical role in building strong collaborative relationships with operations managers across the Toward Home Alliance and is pivotal in ensuring program performance, continuous improvement, and successful collaboration with all Toward Home Alliance partners.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Toward Home Operations Manager - Divert reports to the Senior Manager, Housing and Homelessness; and works closely with all Toward Home Services streams.

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory National Criminal History Check
- A current and satisfactory NDIS Worker Check
- A current and unrestricted South Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel)
- Evidence of COVID-19 vaccination (1st & 2nd dose)
- Flexibility to work occasional evenings and weekends if required
- Occasional intra-state and interstate travel
- Hold a current Safe Environments for Children & Young People certificate.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
Lutheran Care Culture	<ul style="list-style-type: none"> • Model ethical behaviour and practice consistent with the Christian ethos of Lutheran Care as outlined in the Code of Conduct and stated values. • Adhere to and support LC's policies and procedures. • Comply with Professional Codes of Conduct
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. • Work collaboratively with all Toward Home Alliance partners and services to ensure best outcomes for clients. • Support LC's senior management team's decisions and ensure that instructions are carried out. • Alert the site 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 direct line manager/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.
Resource Management	<ul style="list-style-type: none"> • Monitor financial reports, expenditure and budget to meet budgetary requirements. • Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> • Contribute to the delivery of high quality services. • Understand and support continuous quality improvement in Lutheran Care.

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE:	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
<p>Program Management and Quality</p>	<ul style="list-style-type: none"> • Participate in Toward Home Alliance internal and follow up meetings for the Alliance and program. • Coordinate and chair team meetings, peer supervision and individual supervision sessions. • Application of extensive experience in the homelessness sector with a passion for industry leading, innovative approaches to complex problems. • Support teams with a comprehensive understanding of the sector and the challenges that are faced by people who are experiencing homelessness through leadership and strategic planning. • Oversee the delivery of high quality, best practice supports to clients, ensuring service delivery meets standards and guidelines. • Build and maintain strong relationships and partnerships with key stakeholders and other service providers across the Alliance partnership and the sector in SA. • Develop and enhance the skills and knowledge of team members, including the identification of appropriate training needs. • Complete regular reporting and drive quality improvement activities. • Ensure the program is compliant with the funding contract, partnership agreements and all other funding requirements. • Operate as the primary point of contact for Divert program matters, functioning as a liaison between Alliance partners across the Toward Home support streams. • Collaborate and work alongside other internal and external parties to utilise program level data to assess and manage program, staff, and client outcomes.
<p>Flexible Work environments</p>	<ul style="list-style-type: none"> • Work within Lutheran Care and/or Alliance Partnership sites located across the southern and CBD regions, • Use digital technology to build electronic and accessible client profiles to ensure the client tells their story once, and service responses are built around their identified needs which are linked to the clients VISPDAT profile and entered into the data system • Work collaboratively with a range of positions in the Alliance Partnership to deliver the highest quality housing services. • Support staff and teams in locations where client services and supports are provided.

Management of team and program

- Coach and support teams to work in crisis environment through a culturally responsive and trauma informed lens.
- Review of complex case plans developed through VISPDAT and client interaction.
- Assist team to develop consistent and client centered responses to families and individuals to address presenting issues impacting on secure housing, such as mental illness, substance use, and physical health and life skills.
- Ensure accurate, confidential and meaningful records on clients are appropriately kept within the data system, including entering data within nominated timeframes.
- Ensure reports are produced and submitted on time to meet organisational and contractual reporting requirements.
- Demonstrate and model a commitment to all organisational planning and quality management processes.
- Work in a client centered Case Management framework which will focus on the client's needs and goals and will assist with the development of flexible strategies in order to promote positive outcomes.
- Identify appropriate referral pathways, with either Alliance partners or 'tier' partners or external stakeholders.
- Work collaboratively with other direct support staff, family and external service providers, advocating for access and rights as needed.
- Lead and facilitate meetings, debriefing, supervision, training and forums as required.
- Ensure regular connection and reporting to the Senior Manager to ensure reporting accountability in operations, staffing and collaboration.
- Lead and facilitate meetings, debriefing, supervision, training and forums as required.
- Liaise with People & Culture Team to ensure all delegated HR functions are carried out efficiently and respectfully
- Other duties as reasonably requested within your level of skills and qualifications

SELECTION CRITERIA

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Relevant degree, or formal qualifications with specialist skills and expertise to perform at this level. A tertiary qualification in a Human Services or Management related discipline will be highly regarded
- Extensive experience in staff supervision, program development and the development and implementation of policies and procedures.
- Strong skills in time management, setting priorities, planning and organising own work to achieve specific objectives.
- Knowledge and experience of homelessness services, including the impact of past government policies on First Nations people.
- Knowledge and understanding of the issues facing those experiencing homelessness.
- High level of interpersonal skills in dealing with the public and other organisations.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Skills and experience in preparing and presenting information and reporting.
- Ability to work independently and demonstrate initiative.
- Strong team work focus.
- Demonstrated experience in achieving outcomes through setting directions, priorities and goals and ensuring accountability for results
- Experience supporting staff to deliver programs that engage clients dealing with effects of trauma and abuse and experiencing complex needs.
- Highly developed competence in the Microsoft suite of programs, use of databases, video conferencing (e.g. zoom) and other relevant communication channels.

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL:

- A sound knowledge of the effects of trauma and abuse in relation to homelessness.
- Strong ability to actively and assertively engage clients with complex needs
- Knowledge of relevant legal and statutory requirements relevant to services
- Trained and use of VISPDAT (training will be provided)
- Experience working with people from culturally and Linguistically Diverse (CALD) and Indigenous backgrounds.

ACKNOWLEDGEMENT:

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain "Best Practice" standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

Employee: _____

Witness: _____

Date: _____