JOB DESCRIPTION

TITLE OF POSITION	**Team Leader Homelessness**
CLASSIFICATION LEVEL	**Lutheran Care NT Level 5**
PROGRAM	**Central Intake Service**

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.

Vision and Commitment

Lutheran Care's Central Intake Service (CIS) aims to improve outcomes for individuals experiencing or at risk of homelessness. As the primary access point for specialised homelessness services in the Northern Territory, CIS provides support through culturally aware, trauma-informed, and person-centred approaches.

The program is dedicated to offering integrated, accessible, and coordinated services in partnership with Aboriginal Community-Controlled organisations (ACCOs), homelessness specialist organisations, and other connected services. It incorporates lived experience into the design and delivery of services, with a focus on reducing both the duration and recurrence of homelessness. CIS maintains high professional standards and a commitment to continuous quality improvement. It also seeks to cultivate a skilled and dedicated workforce that aligns with the CIS vision, providing relevant training, supervision, and opportunities for ongoing staff development.

ROLE SUMMARY

The Team Leader, Homelessness provides day-to-day leadership of the Central Intake Service, overseeing service operations, staff performance, and practice quality. The role ensures intake, triage, and referral processes are safe, consistent, and meet program and contact requirements, while supporting staff and continuous service improvement.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Team Leader, Homelessness reports to the Program Manager, Homelessness.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	• Model ethical behaviour and practice consistent with the 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 conduct.
Teamwork	• Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. • Support LC's senior management team's decisions and ensure that instructions are carried out. • 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	• 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	• Maintain records of activities as required for accountability purposes. • Manage resources and risks efficiently and effectively. • Actively support the regular review of program policy, procedure and manual documentation.
Continuous Improvement	• Demonstrate and contribute to the delivery of high-quality services. • Foster and lead continuous quality improvement across your area of responsibility in line with LC's direction

CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Leadership and Management	• Provide day-to-day leadership and coordination of the Central Intake Service (CIS) team. • Supervise, support, and mentor Pathways Workers through regular individual supervision, team meetings, and reflective practice. • Monitor individual and team performance, ensuring service delivery meets contractual, organisational and legislative requirements. • Identify performance concerns and manage underperformance in a timely, fair and supportive manner, in accordance with organisational policies and procedures. • Lead and support staff through change, ensuring clarity of expectations and maintaining morale and engagement. • Escalate complex performance matters to the Program Manager as required and contribute to formal performance management processes. • Manage team workloads, rostering, and service coverage to ensure responsive and effective service delivery. • Support the development of staff capability through coaching, feedback, and identification of training needs. • Foster a positive, accountable team culture that supports staff wellbeing, performance, and professional standards. • Contribute to reporting, data review, and continuous quality improvement activities to strengthen program outcomes. • Work in partnership with People and Culture to support effective people management practices, including performance management, employee relations matters, and workforce processes in line with organisational policies. • Support the identification and management of psychosocial risks within the team.
Service Delivery and Practice Quality	• Lead and embed best-practice approaches to intake, assessment, triage and referral, including the use of AHVTT processes. • Provide practice guidance, oversight and support to staff managing complex, high-risk and crisis presentations. • Ensure the consistent application of trauma-informed, culturally responsive and person-centred practice across all service delivery. • Support staff to make sound, timely and defensible decisions in crisis and brief intervention contexts.

	• Oversee intake and assessment processes to ensure quality, consistency and alignment with organisational and program standards. • Support staff to identify suitable service pathways based on assessed need and available options. • Ensure clients receive clear, accurate and timely information about assessment outcomes, referrals and next steps. • Oversee the management of incidents, complaints and risks in accordance with organisational policy. • Analyse service data, file audits and client feedback to inform service improvement and practice development • Ensure systems support accurate, timely and confidential record-keeping and case documentation. • Identify practice and performance gaps and lead appropriate quality and improvement responses. • Escalate high-risk or complex client, practice or service issues in line with organisational and program requirements.
Stakeholder Engagement and Partnerships	• Build and maintain effective working relationships with partner services to support coordinated and integrated service responses. • Promote collaboration across the homelessness sector to improve service access, referral pathways and client outcomes. • Represent the Central Intake Service in meetings, forums and sector working groups as required. • Promote clear, consistent and appropriate referral pathways in collaboration with internal and external stakeholders. • Undertake other duties as required for the effective running and coordination of stakeholder meetings and working groups to achieve objectives.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Relevant tertiary qualification in Human Services, Social Work, Community Services, Management or a related discipline, or equivalent experience highly regarded.
- Demonstrated experience working within homelessness, housing or related human services systems.
- Strong understanding of homelessness service pathways, service systems and coordinated responses.
- Demonstrated experience supporting people with complex needs, including those affected by trauma, mental health challenges, substance use and family violence.
- Sound knowledge and application of trauma-informed, culturally responsive and person-centred practice. Experience working with Aboriginal and Torres Strait Islander people and communities in a culturally respectful manner.
- Demonstrated ability to lead practice decision-making, including intake, assessment and triage in complex or time-critical contexts.
- Strong problem-solving and conflict-resolution skills, including the ability to manage stressful situations effectively.
- Highly developed communication and interpersonal skills, with the ability to build and maintain effective relationships with clients, staff, and internal and external stakeholders.
- Demonstrated ability to lead, coach and support staff performance and development within a collaborative service environment.
- Strong organisational and time-management skills, including the ability to manage competing priorities and support team workload planning.
- Experience contributing to quality practice, continuous improvement and service development initiative

ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Understanding of issues affecting local communities, including the ongoing impacts of colonisation.
- Awareness of systemic bias affecting Aboriginal and Torres Strait Islander peoples and its cultural and social impacts.
- Experience leading or working within a therapeutically informed and trauma-informed homelessness service or team.
- Experience supporting or leading change within complex service systems.
- Knowledge of Housing First principles and their application within homelessness services.
- Training or experience in the use of the Australian Homelessness Vulnerability Triage Tool (AHVTT).

SPECIAL CONDITIONS

- A current and satisfactory Ochre Card
- A current and satisfactory NDIS Worker Check
- A current and satisfactory National Criminal History Check
- Have a current Safe Environments for Children & Young People certificate for NT

- Availability for some out of hours work, including overnight stays as required
- Travel throughout the region and/or interstate as required.
- Have the flexibility to work from various partnering agency worksites.
- Have a current Safe Environments for Children & Young People certificate for NT
- Hold a current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment.
- Availability for some out of hours work, including overnight stays as required

ACKNOWLEDGEMENT:
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.

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.

Employee: _____ Witness: _____ Date: _____