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| **POSITION TITLE** | Supportive Tenancy Service- Team Leader  |
| **POSITION OVERVIEW** | Manage and ensure the on-going improvement of services to people facing tenancy issues. Ensure the delivery of an effective service partnership between WCS and consortium partners, Belconnen Community Services and YWCA Canberra, and within the One Human Services Gateway. Promote STS and develop and maintain strong networks and relationships across the community and within WCS and consortium partners to support the outcomes of the program. |
| **CLASSIFICATION** | WCS level 8 | **SERVICE LINE | AREA** | Service Access and Support  |
| **EMPLOYMENT TYPE** |  |
| **EMPLOYMENT STATUS** |  | **HOURS PER WEEK** | 38 hours |
| **LOCATION** | Woden, OneLink, Outreach locations  |
| **IMMEDIATE MANAGER** | Director Service Access and Housing  |
| **INDUSTRIAL AGREEMENT** | Community Sector Multiple Enterprise Agreement 2014-2018 (ACT) |

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| **REPORTING RELATIONSHIPS** |
| **NO OF DIRECT REPORTS** | 6 | **NO OF INDIRECT REPORTS** | nil |

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| **KEY RELATIONSHIPS** |
| **INTERNAL** | OneLink, Corporate Support, all other WCS programs,  |
| **EXTERNAL** | STS consortium partners, Housing ACT and other agencies in One Human Services Gateway, ACT Shelter, Homelessness services, Throughcare, legal and financial support services, Throughcare, National Disability Insurance Agency, all other relevant external stakeholders |
| **KEY ACCOUNTABILITIES** |
| * Promote the value of tenancy support services and the importance of early support to reduce the experience of homelessness in the community.
* Ensure continuity of service through an effective referral pathway and relationship with OneLink.
* Encourage ways of working collaboratively across service boundaries to improve service delivery.
* Ensure strengths based and trauma aware practises are embedded into service delivery.
* Ensure a high level of employee performance is achieved through effective recruitment, performance management, reflective practise and supervision.
* Ensure quality through auditing processes
* Ensure consistency in data entry, well written case plans and case notes
* Ensure effective planning and implementation of services to ensure required outcomes are achieved.
* Drive continuous quality improvement and development of service area.
* Use drive and initiative to actively participate in the Leadership Forum and other organisational activities.
* Maximise financial resources by developing and monitoring the Service area’s annual budget.
* Represent WCS with external stakeholders, develop strategic relationships and partnerships and promote opportunities for improved service and sector outcomes.
* Apply workplace Diversity and Equity principles at all times.
* Promote and communicate WCS’s Purpose and Values both internally and externally.
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| **EXPERIENCE & QUALIFICATIONS** |
| **Essential** | * Highly effective leadership, problem solving and innovative thinking
* Demonstrated experience in the successful management of a team, including effective team building.
* Demonstrated experience in strengths based practise
* Demonstrated knowledge of tenancy issues facing service users, their families and carers.
* Sound understanding of best practice in trauma informed and person-centred approaches
* Demonstrated high level of written and verbal communication
* Ability to interpret data, write reports and conduct auditing processes
* Ability to work effectively and collaboratively across the organisation and consortium.
* Thorough understanding of the importance of professional boundaries.
* Sound understanding of supervision and reflective practice in a team environment.
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| **Desirable** | * Relevant tertiary qualifications
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| **Other** | * Current Senior First Aid Certificate and Driver’s Licence
* Current Working with Vulnerable People card.
* Demonstrate commitment to the Purpose and Values of Woden Community Service.
* Ongoing employment is subject to a National Police Check and a current Working with Vulnerable People registration.
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| **Document History** | **Original:** 2016 **Revised**:16 May 2019 **Version**: v3 |
| **Employee’s name** |       | **Signature** |       | **DATE** |       |
| **Manager’s name** | Kim Spinks  | **Signature** |       | **DATE** | 16/5/19 |