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| **POSITION TITLE** | Manager Supportive Tenancy Service | | | | |
| **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. Manage data and reporting responsibilities. | | | | |
| **CLASSIFICATION** | WCS level 8 | **SERVICE LINE | AREA** | Service Access and Housing | | |
| **EMPLOYMENT TYPE** |  | | | | |
| **EMPLOYMENT STATUS** |  | | | **HOURS PER WEEK** | 38 hours |
| **LOCATION** | Woden Community Service, Corinna Street, Woden, 2606 | | | | |
| **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** | | Manager OneLink, Manager Mental Health Recovery, Manager Mental Health Transitions, Manager Child Youth and Family, Manager Community Services, Manager People and Culture, Community Information Coordinator |
| **EXTERNAL** | | STS consortium partners, OneLink, Housing ACT and other agencies in One Human Services Gateway, ACT Shelter, Homelessness services, Throughcare, legal and financial support services, National Disability Insurance Agency |
| **KEY ACCOUNTABILITIES** | | |
| * Promote the value of tenancy support/ tenancy options services and the importance of early intervention to reduce the experience of homelessness in the community. * Ensure continuity of service through effective response to referrals received via OneLink * Promote and communicate WCS’s Purpose and Values both internally and externally. * Develop annual business plans in line with the organisation’s strategic plan. * Monitor data, report and respond to trends/ gaps identified. * Represent WCS with external stakeholders, develop strategic relationships and partnerships and promote opportunities for improved service and sector outcomes. * Encourage ways of working collaboratively across service boundaries to improve service delivery and attend networking meetings. * Ensure a high level of employee performance is achieved through effective recruitment, performance management and employee development and supervision. * Use drive and initiative to actively contribute to leadership discussions and other organisational activities. * Ensure effective planning and implementation of services to ensure required outcomes are achieved. * Drive continuous quality improvement and development of service area. * Maximise financial resources by developing and monitoring the Service area’s annual budget. * Apply workplace Diversity and Equity principles at all times. | | |
| **EXPERIENCE & QUALIFICATIONS** | | |
| **Essential** | * Demonstrated extensive experience in managing tenancy support services and service partnerships. * Demonstrated experience in reporting, managing staff workloads and interpreting data. * Highly effective leadership, relationship building and people management skills. * Demonstrated knowledge of tenancy issues facing service users, their families and carers. * Sound understanding of best practice in strengths and person-centred approaches using principles of social role valorisation and social justice in mental health services. * Demonstrated high level of communication techniques that engender positive relationships and influence stakeholders effectively to resolve functional issues. * Ability to work effectively and collaboratively across the organisation. * Thorough understanding of the importance of professional boundaries. * Sound knowledge of supervision and reflective practice in a team environment. | |
| **Desirable** | * Relevant tertiary qualifications | |
| **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. | |

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| **Document History** | **Original:** 2016 **Revised**:23 November 2017 **Version**: v3 | | | | |
| **Employee’s name** |  | **Signature** |  | **DATE** |  |
| **Manager’s name** | Kim Spinks | **Signature** |  | **DATE** |  |

**See next page for Capability Framework details**

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| **CAPABILITY FRAMEWORK** | |
| **CORE REQUIREMENTS** | **BEHAVIOURAL INDICIATORS** |
| **Sector and organisation purpose and values** | A good working knowledge and application of the philosophy and rationale for human rights based approaches in the community sector. A good understanding of the strategic directions under which the organisation operates. Broad understanding of and contributes to setting the vision, purpose and values of the organisation and the services provided. Models expected behaviours. Has an appreciation for and sound understanding of the purpose and objectives of other relevant organisations and their inter-relationships and implications for the organisation. A broad understanding of the roles and relationships of related external agencies and organisations both government and private, corporate, national and international. |
| **Leadership & Teamwork** | Communicates the vision, purpose and desired culture of the organisation to guide staff. Is an active and consultative manager, anticipating and communicating change. Utilises resources to achieve organisational objectives and drives the direction and standard of work. Is responsible for the short to medium term (1–2 years) implementation of strategic solutions. Builds teams and develops staff to meet emerging organisational needs. Initiates programs/projects and ensures they are properly integrated and meet target delivery agreements. Leads a team of professional staff covering a diverse range of programs/projects. Also leads technical/administrative staff. Develops and/or applies policies and programs for achieving operational and/or corporate level functional effectiveness and performance. Meets expectations in contributing to senior management team performance and effectiveness, including contributing to cross-organisational goals. Assists senior management with strategic directions. |
| **Communication** | Communicates persuasively at all levels with staff, volunteers, customers and related stakeholders/groups and organisations both within and outside the organisation. Works with relevant parties/bodies to manage relationships constructively and consistently, exercising mature judgement to achieve balanced outcomes. Well-developed writing skills, understands multiple audiences and communicates relevantly. Confident presenter to a wide range of audiences. Extensive network of contacts across all relevant issues. |
| **Customer Relationships** | Good understanding of the needs and expectations of customers and key customer relationships. Understands what needs to be delivered and how, managing expectations to effectively utilise available resources. Demonstrates commitment to customer service philosophy and models in own behaviour. Resolves complex and sensitive issues, is the escalation point for key customer relationship issues within the scope of the program/project. |
| **Personal Accountability** | Sets measurable objectives for self and team. Structures work and work methods and monitors performance to meet organisation needs and deliver balanced outcomes. Reviews the feasibility of major programs/projects. Manages major changes in strategy, policies, practices, taking account of organisational impact and risk. Develops and/or reviews policies and practices. In conjunction with relevant professional groups and external bodies, establishes the operational framework or management direction to support program/project key result areas. |
| **Innovation** | Applies innovative and strategic thinking to the organisation’s plans and/or operational problems and opportunities. Plays a key role in defining issues/problems/opportunities, unravelling complexity, challenging the status quo and exploring alternatives. Ensures the strategic compatibility of solutions. Establishes team processes and environments to encourage innovative work. Sets continuous improvement and quality goals over a 1-2 year timeframe. Coordinates and/or monitors implementation of plans for multi area programs/projects in pursuit of business and quality outcomes. |
| **Experience & Qualification** | A relevant tertiary qualification, usually post-graduate, in a related specialist area. Broad understanding of the organisation and sector, professional practices and the internal/external environment. |

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| **FUNCTIONAL REQUIREMENTS** | **BEHAVIOURS INDICATORS** |
| **Operational planning and execution** | Develops organisation plans or service/function plans taking into account legislative requirements and the external and internal policy environment. Ensures plans provide the framework within which the organisation, service, or functional area must operate including the customer, financial and cultural context. Contributes to the strategic planning process. Delivers services utilising technology-based solutions where available. Adopts a results orientation. Ensures services meet service delivery targets/agreements. Monitors progress against plans and takes appropriate corrective action. Monitors the outcomes and cost effectiveness of contracts that are being delivered by the organisation/service. |
| **People Management** | Ensures that people management activities are consistent with organisation policy, values and annual plans. Ensures recruitment, performance management, professional supervision and learning and development processes are in place and reflect team and organisation’s priorities. Builds team capacity and motivates team members. Provides regular feedback. Recognises and rewards performance. Ensures team managers are developed. Ensures the early resolution, and/or appropriate escalation, of staff conflict or grievances. Meets organisation’s human resources policy, procedural and reporting requirements. |
| **Organisation relationship** | Actively participates in relevant management team, supports peers, contributes to team goals; assists senior management with projects. |
| **Commercial risk management** | Balances risks and the compatibility of solutions with legislation, financial and other business constraints. Understands and determines the business impact of decisions, on the function or organisation and other parties, utilising a developed knowledge of the sector context. Has a developed knowledge of business and commercial activities. Understands the tension between financial and social purposes. Assesses risks and establishes risk controls in work areas. Conducts periodic review of activities to ensure work is compliant with risk objectives. Communicates the impact of identified risks and recommends corrective action. Ensures managers operate within the organisation's risk framework and comply with internal policies and procedural guidelines and can read, understand, interpret and identify risks in contracts and escalate appropriately. Ensures all reporting requirements are met and operational controls are in place to enable review of ongoing contract performance. Establishes policies and systems to enable effective contracts management. Communicates the impact of identified risks and quality issues and influences the organisation’s actions. |
| **Financial management** | Understands the totality of projects or programs/services undertaken within the organisation. Monitors the outcomes and cost effectiveness of similar projects or programs/services undertaken by other organisations. Negotiates and/or approves the allocation of resources. Assumes responsibility for the efficient and effective utilisation of resources on major programs. Accountable for achieving objectives on time and within budget. |
| **Stakeholder engagement and relationships** | Identifies opportunities and develops frameworks for implementation of stakeholder engagement and supporter attraction programs. Implements complex and multi-faceted partnerships. Manages critical customer accounts. Facilitates and coordinates implementation, maintenance and evaluation of effectiveness of partnerships and stakeholder engagement programs and initiatives. Utilises advocacy/campaign skills in representing the organisation. Develops new networks to support strategic initiatives. |
| **Business reporting, documentation and administration** | Ensures reporting, documentation and administrative tasks are handled appropriately across the portfolio of services/programs. Makes use of available technology and systems and implements new systems. Prepares very complex reports. Advises managers and others on the preparation and use of reports and other administrative requirements. |