

POSITION DESCRIPTION

Role title: Program Coordinator - Housing & Partnerships, Active SDA

Program:	Active SDA - Specialist Disability Accommodation
Employment Agreement:	Social, Community, Home Care & Disability Services Industry Award 2010
Classification level/salary range:	As per the <i>Social, Community Homecare & Disability Services Industry Award 2010 Level 6</i> <i>Plus superannuation</i> <i>Plus excellent tax-free salary packaging options available</i>
Hours of Work:	1 EFT 38 hours per week – Full Time
Tenure:	Ongoing
Location:	Preston, Bendigo or Geelong with frequent inter-office and intrastate travel
Reports To:	Executive General Manager – Central (Bendigo)

Organisational Environment

OUR CREDO

Our **Purpose** guides our existence.

Our **Strategy** and Business Plans set out our targets and tactics to get there.

Our **Values** remind us of what is non-negotiable in our behaviours and approach.

Our **Credo** sets out the ‘why’ and ‘how’ of what we do. It defines our identity:

Our **Credo** defines our conscious, collective, collaborative, constant culture

Our **Credo** speaks to us now and into the future

Our **Credo** is not just what we do, it’s how we do it

Our **Credo** identifies our why and why not

Our **Credo** identifies what makes us unique

Our **Credo** differentiates us from a myriad of service providers and types

OUR PURPOSE:

In a world where homelessness and housing crisis exist, we connect people with housing options and integrated supports so that they can find and keep a place to call home.

OUR VALUES:





Haven; Home, Safe is the leading provider of integrated homelessness and housing services and Victoria's first registered affordable housing association. Haven; Home, Safe is a dynamic and rapidly growing organisation and the only fully integrated agency in Australia to provide both homelessness services and affordable housing. We are a Charity with DGR status, committed to the communities in which we operate.

We have a reputation for excellence and provide a range of innovative support programs and property and tenancy management solutions to some of the more vulnerable people across much of the state. Our current portfolio of 2000 properties houses over 5000 people.

Major Accountabilities

Focusing on a person centred approach, the role provides the opportunity for an experienced and innovative Disability practitioner to be a part of HHS.

The SDA Program Coordinator is the delivery Lead and responsible for operations, contract delivery, assisting in expanding the SDA program, including:

Program management and Leadership

- Contribute to HHS policy and governance responses for housing people with disability
- Provide leadership, coaching and support to all team members, empowering staff to make sound business decisions and be self-directed
- Be a role model in leadership and professional behaviour, and promote a culture that supports and adopts Haven; Home, Safe's and NDIS Codes of Conduct
- Ensure a collaborative environment within broader HHS leadership environment, which promotes teamwork and mutual respect
- Ensure staff are trained and aware of how practice aligns with policy and legal requirements
- Build and maintain relationships with key stakeholders from other relevant organisations with a view to improving outcomes for residents and clients and improving overall service delivery

Service development and delivery

- Lead and manage the Active SDA multidisciplinary team in delivery of SDA Provider, tenancy and property management services,
- Ensure residents are supported with effective tenancy and property management
- Work closely with the business development team to grow the Active SDA portfolio, assist to identify new opportunities and engage with prospective clients to develop relationships and service offers
- Contribute to the cross-business program management plan for housing people with disability, select and align projects in alignment with business and social goals in consultation with management team
- Develop and implement operational delivery plans for new SDA developments and service models
- Ensure properties are maintained to meet the requirements for enrolment as SDA and the privacy and safety of residents, report on contract delivery and adjust delivery plans in collaboration with clients and management team
- Ensure service components of SDA provider, tenancy and property management are delivered as an integrated service experience for clients and residents
- Collaborate with HHS teams to design and deliver accessible SDA services and information based on understanding of client needs, gather client data and feedback to improve access to services.



Quality services and safeguarding

- Contribute to the development of the quality improvement plan for housing people with disability
- Ensure services meet client needs, statutory and regulatory requirements, and third-party needs
- Ensure services achieve quality standards as required for certification as an SDA Provider
- Promote best practice across operational areas
- Respond to and report incidents and resolve complaints in accordance with requirements of the NDIS practice standards and HHS complaints management system and to satisfaction of residents.
- Develop, implement and monitor service arrangements and collaboration agreements with third party support services to ensure obligations are met.

Success Enablers

A demonstrated understanding of the role of SDA housing and the impact access to SDA can have for vulnerable people and their families is essential.

The SDA Delivery Lead works as part of the management team to understand the needs of our customer base to ensure we can plan and manage the delivery of specialist disability accommodation. Relevant qualifications and experience are expected. Expertise in the following areas will enhance your success:

Sector Expertise

- Manage multidisciplinary teams
- Program management and team leadership experience in not-for-profit, community services, disability sectors, or transferable experience
- Understanding of or industry expertise in NFP, Housing, Disability, or Homelessness sectors
- Demonstrated success in developing, implementing, and evaluating customer-centred services and incorporating client needs into service design
- Understanding of the issues impacting people with disability in accessing appropriate housing and support services
- Applied understanding the NDIS Act and Rules, the Residential Tenancies Act as they apply to the in the provision of specialist disability accommodation

Program Management

- Contract implementation and reporting
- Managing change and supporting service innovation in a dynamic environment of growth and change
- Experience in applying compliance and quality management systems to operational activities
- Demonstrated ability in manage complex relationships including with government agencies, clients, provider partnerships, people with disability, the human services industry and/or relevant networks in the delivery of specialists disability accommodation

Communication and Influence

- Experience in strategic communication, stakeholder relations, engagement, and negotiation.
- High developed EQ and strong interpersonal skills
- Well established network of relevant contacts and relationships
- Demonstrates deep commitment to social justice and the work that we do



- Demonstrates HHS values and HHS code of conduct, including respect, collaboration, accountability, and integrity
- Demonstrates contemporary positive attitude towards people with disability including understanding and knowledge of disability and its impact on people and ability to build empathy with people to deeply understand them and their needs
- Commitment to service outcomes for people that access our service

Personal Qualities

- Display positive personal qualities that demonstrate HHS values, HHS Code of Conduct and reflect the Credo
Exemplifies personal drive, displays resilience and demonstrates professionalism

Key Working Relationships

Internal

- Reports to Executive General Manager Operations Central (Bendigo)
- Close working relationship with SDA Business Development within Future Capacity
- Works closely with Housing and Maintenance teams

External

- Influential relationship builder with disability sector networks
- Close working relationship with Sils, service providers, families and other community and partner agencies

Inherent Requirements of the Position

- Successful appointment of this position will be subject to:
 - Taking part in recruitment testing as part of the selection process
 - Pre-employment medical disclosure form prior to commencement
 - Undergo a Police Check and Working with Children Check **prior** to commencement
 - All Haven; Home, Safe staff must hold a current Victorian Driver's License at all times.
- A commitment to and respect for Haven; Home, Safe's Credo, Values and Behaviours is expected.
- All Haven; Home, Safe staff must take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
 - Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
 - Co-operate with management in its fulfilment of its legislative obligations.
 - Participate in the development of a safe and healthy workplace.
 - Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.



- To report any injury, hazard or illness immediately, to their supervisor.
- Not place others at risk by any act or omission.
- Not willfully or recklessly interfere with safety equipment.
- A sound working knowledge of computers and Microsoft office programs.
- All Haven; Home, Safe staff must participate in training, supervision and appraisal activities.
- This position requires occasional travel to HHS offices at Geelong and Mildura, and other office locations
- All Haven; Home, Safe staff are required to perform the Concierge function (on a rostered system)

Approval of Position Description

General Manager

Name: Janeen Lynch

Date: July 2021

Executive Director

Name: Trudi Ray

Date: July 2021

To be signed upon appointment

Employee

Name:

Signature:

Date:

Application Information

To be considered for shortlisting and an interview application must include the following:

- **Cover Letter**
- A statement which describes your suitability against each of the **Success Enablers** detailed in the Position Description;
- A **resume** containing your contact details, summary of work experience, details of qualifications and education
- **Referees** – if required for an interview you will be required to provide details of at least three referees – ideally one should be from your supervisor and from your most recent employer and others a knowledge of your work performance

Applications can be submitted via our job vacancy page on our website

www.havenhomesafe.org.au/careers/



For any queries relating to this Position please email hr@hhs.org.au.

The successful applicant will also be required to:

- Be available as part of the interview process undertake the accredited APP – skills and abilities test and CPI 260 test
- Pre-employment Medical Disclosure – Haven; Home, Safe is committed to providing a safe work environment for all employees. As part of this you will be required to provide information regarding any pre-existing injury or disease which could affect your ability to perform the proposed employment. You will be asked to complete and sign a disclosure form prior to commencement.
- Undergo a Police Check **prior** to commencement. Your suitability of Employment will be determined by any outcome that may be listed on this check. Please contact HR to complete form prior to commencement.
- If your role involves child related work then you will be required to obtain a Working with Children Check. This will need to be produced **prior** to commencement.
- If you do not already have a WWC Check Haven; Home, Safe will assist with the cost please contact HR as soon as advised of success in your application to ensure an application for WWC Check is completed prior to commencement.