

<b>POSITION TITLE</b>	Supportive Tenancy Service (STS) Team Leader		
<b>POSITION OVERVIEW</b>	<p>The STS Team Leader manages and ensures the on-going improvement of services to people facing tenancy issues, taking an early support and strength-based approach. This includes the delivery of an effective service partnership between WCS and consortium partners (Capital Region Community Services and YWCA Canberra).</p> <p>This position is also responsible for promoting the STS program, developing and maintaining strong networks and relationships across the community and government, and manage the strategic direction and development of the program.</p>		
<b>CLASSIFICATION</b>	WCS Level 7	<b>SERVICE AREA</b>	Housing and Homelessness
<b>EMPLOYMENT STATUS</b>	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual		<b>HOURS PER WEEK</b> 38
<b>LOCATION</b>	Woden, Belconnen and various Outreach locations		
<b>IMMEDIATE MANAGER</b>	Manager Housing and Homelessness		
<b>INDUSTRIAL AGREEMENT</b>	Woden Community Service Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023		
<b>REPORTING RELATIONSHIPS</b>			
<b>NO OF DIRECT REPORTS</b>	6	<b>NO OF INDIRECT REPORTS</b>	Nil
<b>KEY RELATIONSHIPS</b>			
<b>INTERNAL</b>	OneLink staff, WCS Programs		
<b>EXTERNAL</b>	STS consortium partners, Housing ACT, ACT Shelter, Homelessness services, Throughcare, legal and financial support services, Throughcare, National Disability Insurance Agency, all other relevant external stakeholders.		
<b>KEY ACCOUNTABILITIES</b>			
<ul style="list-style-type: none"> <li>▪ With the support of the Manager, Housing and Homelessness, manage the program across a consortium, maintaining communication and consultation with partners.</li> <li>▪ Manage the programs strategic direction and stakeholder relationships.</li> <li>▪ Promote the value of tenancy support services and the importance of early support to reduce the experience of homelessness in the community.</li> <li>▪ Ensure continuity of service through an effective referral pathway and relationship with OneLink.</li> <li>▪ Encourage ways of working collaboratively across service boundaries to improve service delivery.</li> <li>▪ Ensure strengths based and trauma aware practices are embedded into service delivery.</li> <li>▪ Ensure holistic and person-centred case management that supports a person’s ability to sustain a tenancy.</li> <li>▪ Collate and write performance reports, monitor quality and timeliness of data entry.</li> <li>▪ Ensure a high level of employee performance is achieved through effective recruitment, performance management, reflective practice, and supervision.</li> </ul>			

- Ensure quality through auditing processes.
- Ensure consistency in data entry, professionally written case plans and case notes.
- 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.
- Contribute to the ongoing evaluation of service delivery by recommending and implementing agreed continuous improvement initiatives
- Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. Engage in the ongoing improvement of own knowledge and skills through training and reflective practice.
- Actively participate in staff/team meetings, organisational activities and various community events.
- Contribute as an effective team member by sharing information, supporting and assisting colleagues in a proactive manner to meet organisational goals and timeframes.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times.
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles.
- Apply National Principles for Child Safe Organisations, as applicable for the role.
- Perform other duties as directed by the Manager.

## EXPERIENCE & QUALIFICATIONS

### Essential

- Tertiary qualifications relevant to the role.
- Highly effective leadership, problem solving and innovative thinking.
- Demonstrated experienced in building and maintaining stakeholder relationships.
- Demonstrated experience in the successful management of a team, including effective team building and strategic thinking.
- Demonstrated experience in strengths-based practice.
- Extensive skills, knowledge and experience 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.
- Demonstrated understanding and appreciation of the importance of personal and professional boundaries, privacy and confidentiality and ethical behaviour.
- Sound understanding of supervision and reflective practice in a team environment.
- Current Drivers Licence.

### Desirable

- Experience in tenancy support and/or management in the community, government or private sector.
- Experience in developing policies to support strategic program growth and delivery.

<b>Other</b>	<ul style="list-style-type: none"> <li>• Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct.</li> <li>• Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.</li> </ul>
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<b>Document History</b>	<b>Original:</b> 2016	<b>Revised:</b> March 2022	<b>Version:</b> V5
<b>Employee's name</b>		<b>Signature</b>	
		<b>DATE</b>	