

POSITION DESCRIPTION

Program & Partnership Manager

Program:	GreenLight Supportive Housing Program
Reports to:	Operations Manager, Individual Planned Support & Engagement Hubs
Supervise:	Team Leader, Supportive Housing Workers, Mental Health Clinicians, Peer Settlement Support Worker
Date of Last Review:	October 2018
Classification:	Social and Community Services Employee Level 7 Sacred Heart Mission Enterprise Agreement 2013, or subsequent Agreements.

ORGANISATION CONTEXT

Sacred Heart Mission (SHM) works with people whose capacity to participate fully in community life is affected by deep, persistent disadvantage and social exclusion. Since 1982, the Mission has been providing a range of innovative, relationship-based service responses which enable people to overcome disadvantage and realise their full potential. As a trauma informed organisation, our shared recognition of the impact of trauma informs and guides our interactions with the people who access our services.

SHM is an Equal Opportunity Employer and an Environmental Sustainability driven organisation. We provide equal employment opportunities to all employees without regard to race, colour, religion, gender, national origin, age or disability. We ensure staff and volunteers operate from fit for purpose facilities that adopt green building design and practices.

SHM has a number of staff committees across the organisation committed to championing best practice in these areas. Our EEO groups lead by example to break down the barriers to inclusion and to foster a diverse workplace where people are free from discrimination and disadvantage and are treated with respect and dignity. Our Green team has set targets for developing SHM's environmental profile as a sustainable organisation and as a leader in the sector.

Document Number:	HRE-FOR-005	Version:	1	Page No.	1 of 6
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	October 2018	Prepared by:	Manager People & Culture		
Date Updated:	N/A	Updated by:	N/A		
Review Date:	October 2019	Approved by:	Manager People & Culture		

VISION

Our vision is of an inclusive, fair and compassionate community, which enables people to overcome disadvantage and realise their full potential.

MISSION

Our mission is to build people's capacity to participate more fully in community life, by addressing the underlying causes of deep, persistent disadvantage and social exclusion.

We do this by:

- Ensuring access to the necessities of food, clothing, housing, health care and specialised services.
- Listening, understanding and responding to people in a holistic, caring, and respectful way, so they can take control of their lives.
- Delivering accessible, responsive, evidence informed and innovative services.
- Welcoming people in the spirit of social justice, co-operation and partnership to create better communities.
- Engaging sector partners, researchers, philanthropy, business, government and the broader community, to contribute their time, expertise and resources.

PROGRAM INFORMATION

Sacred Heart Mission, VincentCare Victoria and Salvation Army Adult Services will deliver the exciting and innovative new multidisciplinary GreenLight program. The GreenLight Program & Partnership Manager is a key leadership role and will provide cross agency program development, service implementation, and program oversight support as well as direct service and team management, supervision, and coaching support to GreenLight team members employed by SHM. The role is instrumental in engaging partners, stakeholders, governance members, and regional service coordination response mechanisms.

GreenLight Supportive Housing program will work with people making the transition from chronic homelessness and rough sleeping to placement in longer term housing to address their unique experience of homelessness and the individual health and wellbeing factors to maintain their housing. The key outcome is stable housing for people and no return to homelessness.

The Greenlight Supportive Housing Program will provide tailored brief intervention, floating support, and case management and service coordination services through a multi-disciplinary team, including case managers, mental health clinicians, and peer support settlement workers to 684 people across

Document Number:	HRE-FOR-005	Version:	1	Page No.	2 of 6
Document Status:	Current	Pathway:	T:\10.0 Forms		
Date created:	October 2018	Prepared by:	Manager People & Culture		
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the inner Melbourne area in 2019- 2020 with a focus on assisting people to stay housed. GreenLight will operate as a program team across the inner Melbourne area, with sub-teams employed by VincentCare Victoria, Salvation Army Adult Services, and SHM. GreenLight will also be evaluated to demonstrate the efficacy of the model and share learnings via independent research and evaluation and internal participatory action research. GreenLight has been funded for two years through the Victorian State Government's Victorian Rough Sleeper Action Plan.

PURPOSE OF THE POSITION

To lead the successful implementation of the multi-agency, GreenLight Supportive Housing Program.

KEY RESPONSIBILITIES

Accountability	Major Activities
<p>Implementation of the GreenLight service model</p>	<ul style="list-style-type: none"> ▪ Recruit and select the SHM GreenLight team (5) and the two program-wide Mental Health Clinician roles. ▪ Establish and maintain partnerships with external project partners including VincentCare Victoria, GreenLight, Salvation Army Adult Services and Council for Homelessness Persons. ▪ In partnership with Salvation Army Adult Services and VincentCare Victoria: <ul style="list-style-type: none"> - Establish and manage the service model (Assertive engagement, case management, brief intervention, floating support, housing first, housing partnerships). - Refine the service model design and ensure there is a shared understanding of the GreenLight vision amongst team members and stakeholders. - Develop the referral pathways and partnership agreements - Develop processes and tools to support the implementation of the model. - Ensure a shared approach to outcomes measurements, reporting, and monitoring across partner agencies and SHM - Support and lead 6 monthly action research cycles. - Develop effective internal interagency relationships with SHM's other services.

Document Number: HRE-FOR-005

Version: 1

Page No. 3 of 6

Document Status: Current

Pathway: T:\10.0 Forms

Date created: October 2018

Prepared by: Manager People & Culture

Date Updated: N/A

Updated by: N/A

Review Date: October 2019

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	<ul style="list-style-type: none"> - Coordinate the client referral process in the Port Phillip City Council area. - Provide ongoing management, guidance and support to the SHM GreenLight team.
<p>Management of the GreenLight Program</p>	<ul style="list-style-type: none"> ▪ Manage GreenLight in a way that is consistent with SHM's Vision, Mission and Values and with legislative requirements. ▪ Ensure GreenLight staff are supervised and supported in a way that ensures development of professional skills and the best possible outcomes for clients. ▪ Provide multi-agency program oversight, guidance, and support across three sites (SHM, VincentCare Victoria, and Salvation Army Adult Services), ensuring seamless collaboration and consistent practice. ▪ Ensure compliance with Occupational Health and Safety policy, procedures and legislative requirements. ▪ Conduct regular reviews and monitoring of the service model to ensure the model is as effective as possible in generating positive outcomes for participants. ▪ Regularly monitor and report on project client outcomes. ▪ Support the implementation of the independent evaluation including client engagement and tracking. ▪ Manage GreenLight within agreed budget parameters. ▪ Perform on-call responsibilities as part of the larger SHM on-call services. ▪ Maintain an awareness and understanding of SHM's risk strategy and its impact on the delivery of GreenLight. ▪ Prepare high quality and timely reports on the progress of GreenLight for relevant stakeholders. ▪ In consultation with the General Manager: Community Services and the CEO, support the functioning of the GreenLight Steering Group and its sub groups.
<p>Organisational management and leadership</p>	<ul style="list-style-type: none"> ▪ Participate in Community Services and SHM management meetings. ▪ Contribute to a workplace environment which supports staff

Document Number: HRE-FOR-005

Version: 1

Page No. 4 of 6

Document Status: Current

Pathway: T:\10.0 Forms

Date created: October 2018

Prepared by: Manager People & Culture

Date Updated: N/A

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Review Date: October 2019

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	and volunteers, develops teamwork and ensures the provision of quality services.
Networking and relationship management	<ul style="list-style-type: none"> ▪ Participate in local, state wide and national forums as appropriate. ▪ GreenLight Service Partners VincentCare and GreenLight. ▪ Create and maintain relationships with housing and referral partners including Launch Housing, and inner Melbourne open access services. ▪ Foster and maintain positive relationships with: <ul style="list-style-type: none"> - SHM Managers - GreenLight Funding Partners - GreenLight Steering Group and sub groups - Independent evaluators
Health & Safety	Exercise a duty of care to work safely, taking reasonable care to protect your own health and safety and that of your fellow workers, volunteers and clients including following safe working procedures and instructions.
RISK	All SHM staff are responsible for considering, identifying and addressing risk (the effect of uncertainty on objectives) whether positive (opportunities) and/or negative (threats).
CQI (Continuous Quality Improvement)	All SHM staff are responsible for identifying areas of the strategic plan that 'add value', and for implementing and monitoring CQI initiatives. Staff are open to new ways of doing things, respond to challenges with innovative ideas and solutions and promote a continuous quality improvement culture.
TIC (Trauma Informed Care)	All SHM staff are responsible for engaging in learning and development to integrate their understanding of and responsiveness to the impact of trauma within their work including active participation in the supervision and performance development process.

Document Number: HRE-FOR-005

Version: 1

Page No. 5 of 6

Document Status: Current

Pathway: T:\10.0 Forms

Date created: October 2018

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MANDATORY REQUIREMENTS

- A current Criminal Records Check
- Valid driver's license to drive in Australia

QUALIFICATIONS

- Appropriate tertiary qualifications relevant to the delivery of community services e.g.: Mental Health Accredited Social Work, Psychology or equivalent.

KEY SELECTION CRITERIA

Essential

- Demonstrated ability to lead and supervise the functional activities of a program team in alignment with higher-level objectives.
- Demonstrated ability to provide trauma informed staff supervision.
- Demonstrated ability to manage, liaise and work closely with a diverse staff group, clients and key stakeholders across a broad range of complex staff and executive matters.
- Demonstrated ability to work effectively in a fast changing environment, to work productively with limited supervision and to work to deadlines.
- Proven experience in the development of a culture of excellence in service delivery.
- High-level problem-solving skills and analytical ability including the ability to obtain and interpret information and make specific recommendations.
- Demonstrated capacity to provide leadership in the development and implementation of strategies to successfully deal with contemporary issues.
- Demonstrated ability to organise and prioritise work both individually and across teams and meet strict deadlines without compromising the quality of output.
- Demonstrated ability to provide leadership to a team during periods of organisational change.
- Demonstrated ability to work within a quality framework and enhance systems and procedures to create organisational improvements.
- Willingness to work in a high pressure environment with proven techniques and the ability to manage demanding work requirements.
- Strong alignment with the values of Sacred Heart Mission.

Desirable

- Previous experience in establishing a new service.
- Previous experience in assessing the impact of a service model.

Document Number:	HRE-FOR-005	Version:	1	Page No.	6 of 6
Document Status:	Current	Pathway:	T:\10.0 Forms		
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