

POSITION DESCRIPTION

Position title:	House Manager – Phoenix and Windsor		
Program/Team:	Housing Services		
Employment type & hours:	Full time / 76 hours per fortnight		
Award conditions:	Social, Community, Home Care & Disability Services Award 2010	Remuneration:	TPEO Level 5
Working from:	Carina and Windsor, Brisbane		
Reporting relationships:	Reports to the Housing Services Senior Manager Supervises 3 x Youth Workers and relief workers when required		
Qualifying period:	6 months		
Primary purpose of position:	This position is responsible for ensuring the smooth operation of a 24/7 housing service for young people aged 15 – 19 years. The position provides case management support to young people Monday to Friday during business hours and coordinates a team of shift workers to provide overnight and weekend support to residents.		
SELECTION CRITERIA - Applicants shall be assessed against these selection criteria. Applicants need to provide written responses to the selection criteria below of up to four pages in total.			
SELECTION CRITERIA	<ol style="list-style-type: none"> 1. Understanding of and commitment to BYS vision, objectives and practice framework. 2. Demonstrated understanding of the issues impacting young people experiencing or at risk of homelessness. 3. Highly developed skills in assessment, crisis and brief intervention, and case management with young people. 4. Strong communication skills including written, verbal and interpersonal skills and the demonstrated ability to form productive working relationships with internal and external stakeholders. 5. Sound critical thinking, problem solving and risk management skills and the demonstrated application of these in a frontline service delivery setting. 6. Ability to plan, implement, monitor and evaluate programs to achieve positive outcomes for young people. 7. Strong organisational skills including planning, prioritising, rostering, and budget management. 		
Qualifications, Checks and References (Mandatory)	<ul style="list-style-type: none"> • A tertiary qualification in Human Services, Social Work or similar, or experience in a similar role. • Current Queensland driver's licence. • Working with Children Suitability Positive Notice (Blue Card). • Three relevant referees, including current or most recent manager. 		
Experience:	<ul style="list-style-type: none"> • Experience supporting young people with high and complex support needs within a residential service model. • Experience in coordinating rosters and providing line management support to team members. 		

	<ul style="list-style-type: none"> • Experience in developing networks and collaborative relationships with external providers. • Experience working autonomously exercising initiative, judgement and decision making.
Attributes:	<ul style="list-style-type: none"> • Ability to work independently exercising initiative, judgement and decision making. • Strong analytical skills. • Personal drive and integrity. • Consultative and collaborative working attitude. • Commitment to a learning culture and ongoing professional development.
KEY RESULT AREAS - Role and responsibilities	
Service Delivery	<ul style="list-style-type: none"> • Manage the operations of the House including referrals, intake and assessment and support to young people. • Work with the Housing Services Senior Manager to ensure that the program's operation is compliant with relevant legislation, program guidelines, standards and BYS policies and procedures. • Utilise the Queensland Homelessness Information Platform (QHIP) to manage assessment of needs, referrals and housing allocations across the homelessness service system. • Facilitate referrals and support young people to access legal, physical and mental health support, education and employment, and engage with their community. • Provide case management support to young people and create and maintain case plans and case notes in line with organisational policies and procedures. • Provide line management support to a small team of shift workers and develop rosters, ensuring effective shift coverage and backfilling arrangements. • Manage critical incident responses to ensure the safety of young people, staff and the community. • Provide on-call support to shift workers on a rotational basis with other Residential Program Coordinators. • Ensure the timely, consistent and accurate completion of client data records by all team members, including intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes. • Participate in quantitative and qualitative data collection, analysis and critical reflection to support BYS continual quality improvement, research and evaluation processes. • Enhance service delivery through regular staff training in evaluation and reporting • Manage financial resources within approved budgets in compliance with policies and procedures. • Identify, mitigate and monitor risks in the delivery of services to young people. • Contribute to the development of organisational policies and procedures. • Transport groups and individuals to appointments, meetings, and any other activities as required. • Undertake other tasks as required.
People and Culture	<ul style="list-style-type: none"> • Manage the recruitment, induction, development and performance management of housing program staff. • Contribute to a culture of respect, optimism, accountability, resilience in line with the organisation's values. • Contribute to a trusting, cohesive environment where people can express opinions and those opinions are heard. • Develop and monitor performance plans, learning and development plans and self-care plans for team members. • Identify and participate in training and professional development opportunities.

	<ul style="list-style-type: none"> • Where agreed with the Housing Services Senior Manager, supervise students, project staff and volunteers. • Accurate and timely completion of timesheets and leave requests on a fortnightly basis, including resolving any discrepancies.
Administration	<ul style="list-style-type: none"> • Manage all administrative functions relating to the role in accordance with relevant policies and procedures. • Monitor and report performance against contracted targets. • Ensure appropriate records are created and maintained in accordance with relevant legislation and organisational policies. • Provide monthly reports to the Board and as required to the Executive Management Team.

This Position Description forms part of the performance management framework for House Manager - Phoenix. As the successful applicant you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.

Employee Name:		Signature:		Date:	
Managers Name:		Signature:		Date:	