

Position Description	
Position Title:	Team Leader – IAP
Date PD Adopted:	May 2019
PD Review Date:	May 2021

About Unison

Unison provides a diverse range of housing services across Victoria and in Adelaide, including social housing, affordable housing, private rental, transitional housing and owners corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison also assists over 3000 people each year who are homeless or at risk of homelessness.

Vision

Communities that thrive.

Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Values

Unison acknowledges and respects the Traditional Owners and Custodians of the land.

Unison values diversity and welcomes people of all culture, ethnic background, religion, age, gender, sexual orientation and ability to use our services and apply to join our team.

Position Objective

- To lead and help deliver Unison’s IAP (Initial Assessment & Planning) service.
- To oversee service delivery in line with DHHS Service Standards, DHHS Child Safety Standards and Unison’s values and Customer Commitment.
- To ensure that Unison provides high quality services that:
 - Create pathways to affordable and sustainable housing
 - Meet the support needs of clients
- To actively participate in and contribute to the organisation’s continuous quality improvement program for organisation and service development, review and planning.

Key Accountabilities

Relationships/Networking

- Collaborate with the IAP Manager and other Team Leaders to provide high quality and effective IAP and other homelessness services.
- Line-management: To support, supervise and enable a team of committed IAP workers to deliver rights based and client centred services.
- To guide and support the team to promote a positive, respectful and non-judgmental service and team culture in line with Unison's values and policies and procedures.
- To provide support and secondary consultation to staff as required, whilst empowering and supporting staff with their own development.
- To promote a positive culture, in compliance with Unison's policies and procedures including Code of Conduct.
- Ensure staff are supported and supervised in a way that is consistent with Unison's policies and procedures including those relating to Work Health and Safety.
- To address complaints and concerns in a timely manner and in line with Unison's policies and procedures regarding complaints.
- To address any staffing issues in a respectful and private manner with staff in liaison with corporate services and in line with the needs of the service and Unison policies and procedures.
- To assist with the preparation of policies, procedures and guidelines for our service.
- To promote diversity, fair access and inclusion, and cultural awareness.
- To assist and support organisational and team objectives.
- To assist and support all homelessness services and staff including our private rental programs as needed.
- To assist at each of Unison's Access Points as needed.
- To assist in service delivery and to assist clients as needed.

Financial and resource management

- To oversee use of government funding, particularly HEF (Housing Establishment Fund) and PRB (private rental brokerage) to ensure expenditure does not exceed organisational budgets/grants received.
- To ensure HEF and PRB expenditure is in line with relevant policies and procedures and guidelines.
- To assist with the administrative tasks associated with provision of the HEF and Private Rental brokerage funds.
- To oversee the roster for the service in line with the organisation's budget and funding from DHHS.
- To assist and support staff with induction training and with further training and professional development.
- To attend training and to arrange for staff to attend or receive training as required and/or arranged.

Prioritisation and Referrals

- To oversee and assist with prioritisation tasks, allocations for transitional housing and with referral processes including referrals for other housing options, for example supported accommodation or youth refuge.

Compliance and Risk

- To comply with DHHS Standards for Accreditation, Child Safety Standards, the Private rental assistance guidelines, all other relevant DHHS guidelines, and other guidelines and legislation.
- To assist in the coordination and successful completion of accreditation processes and reviews.
- To assist, support and promote a positive safety culture for staff, clients, visitors and other persons, and to ensure incidents are reported in a timely manner and as required and to review appropriate responses required.

Administration and Data Collection

- To oversee Unison's reporting requirements for our homelessness services and comply with deadlines for reporting of data.
- To update and maintain relevant databases and files promptly and accurately.
- Enter and maintain all notes and data for client assistance into the client management system database (SHIP) in an accurate and timely manner and in accordance with Unison policy and procedures.
- Maintain and where required develop data collection spreadsheets to record data that enables effective analysis of the assistance and follow up provided through the program
- Provide statistics as required, from time to time, by DHHS, or Manager IAP.
- Develop, monitor and record progress in meeting program aims through own work plan and through maintaining project planning documents as required.
- Contribute to IAP operational plan development and activities.
- To participate in Unison's partnership with the RMIT particularly in relation to research by the RMIT into our homelessness services.

Networking

- To develop and maintain relationships with DHHS and with key stakeholders and other agencies in the Western Melbourne and Werribee areas, including partners of the H3 Wyndham Alliance.
- Collaborate with, and support, the Western Local Area Service Network (LASN).
- Work collaboratively and cooperatively as a member of Unison's homelessness services and wider Unison organisation.
- Attend meetings with IAP Manager as scheduled and work collaboratively with IAP Manager.
- Attend IAP team meetings and other Unison staff and team leader meetings.

- Other duties as requested, from time to time, by management

Key Selection Criteria

Qualifications & Experience

- Qualifications in Social Work, Community Development, Social Sciences or relevant tertiary qualification.
- Experience in homelessness or housing services.
- Knowledge of mechanisms contributing to, and maintaining, disadvantage, poverty and housing insecurity and homelessness.

Personal Qualities	<ul style="list-style-type: none"> • Ability to show initiative, be a self-starter & work autonomously • Approachable with a positive, cooperative and constructive attitude to work and working with others • Ability to be professional and to show empathy • Ability to role model good behaviour.
Knowledge and skills	<ul style="list-style-type: none"> • Demonstrated skills and experience in working effectively and sensitively with a broad range of clients, including those with high ad complex support needs and challenging behaviours. • High level communication, including written and verbal communication, networking and advocacy skills • Knowledge and understanding of Residential Tenancies Act 1997. • Demonstrated skills and experience within collaborative teams. • Good time management skills • Ability to, and interest in, contributing to data collection and analysis related to program progress, outcomes and improvement • Program and office management skills • Well-developed computer skills – word processing, excel, data-bases; • A demonstrated commitment to work within the organisations core values- see Employment Information Guide attachment • A current full Victoria driver licence.
Occupational Health and Safety	<ul style="list-style-type: none"> • Ensure that Unison’s Occupational Health and Safety Policy and Procedures are continually observed and complied with. • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison’s OHS Frameworks. • To help support and promote Unison’s anti-bullying and anti-harassment values led culture. • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical.
Safety screening	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check and Working with Children Check. • Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Physical Inherent Requirements

Office Duties	<ul style="list-style-type: none">• Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.• General office based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.
Driving	<ul style="list-style-type: none">• Required to drive private or Unison owned vehicles.
Work Environment	<ul style="list-style-type: none">• May be required to work from different sites, including offsite facilities.• Exposure to varied weather conditions.
Lifting and Carrying	<ul style="list-style-type: none">• Infrequent lifting and carrying of items up to 5kgs.
Bending and Reaching	<ul style="list-style-type: none">• Required to occasionally bend and reach.

Organisational Values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high standards of work in line with our Values:

People

- We put the customer at the heart of what we do, we value each other and welcome diversity

Respect

- We are respectful of all and welcome open and honest discussion

Positivity

- We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions

Accountability

- We do what we say we will do

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI community to join our workforce.

Organisational Relationships

Accountable to	<ul style="list-style-type: none"> • Manager, IAP Service
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • IAP workers
Internal Liaisons	<ul style="list-style-type: none"> • IAP team, Other Unison staff; including Corporate Services
External Liaisons	<ul style="list-style-type: none"> • Real Estate Agents Support and referral agencies, other Community Housing agencies, Office of Housing and other Government departments, Local Government, Peak Bodies, Department of Human Services and other relevant networks.

Signed & Dated: