



POSITION DESCRIPTION

TITLE:	General Manager Homefulness
BUSINESS UNIT/DEPARTMENT:	Homefulness
TYPE OF EMPLOYMENT:	Full-time
EFFECTIVE DATE:	July 2022
REMUNERATION:	Social and Community Services employee - Level 8
REPORTING RELATIONSHIP:	Chief Executive Officer

OVERVIEW

Our Purpose

Hutt St Centre's vision is an end to homelessness. Our mission is to advocate with and empower people at risk of or experiencing homelessness, supporting them to rebuild their lives on their pathway to homefulness¹.

Your Purpose

Your purpose is to provide leadership and management of the Homefulness elements of Hutt St Centre. This currently includes the Aspire programs, Aged City Living Team, Alliances Team and the Homefulness Project.

As the General Manager Homefulness you will be:

- A leader who is empathetic, committed to and demonstrably lives the values of the organisation in all dealings with clients, staff, volunteers, funders and the community.
- A respected leader who champions the cause and brings out the best in people, celebrates and embraces diversity, challenges our thinking, recognises and promotes outstanding staff and is the flag bearer of the charism, values and brand of the Hutt St Centre and the Daughters of Charity.
- A creative innovator who sees beyond the current context and pursues excellence in service delivery; that adapts to changing environment and demand; and identifies and takes advantage of business opportunities that meet Hutt St Centre values, strategic priorities and goals.
- A credible, authentic, trusted, successful and caring leader who builds, drives and leads the appropriate culture to deliver great performance from staff and volunteers to achieve the best outcomes for clients and funders.

¹ Homefulness is trade mark registered to Hutt St Centre effective 18 June 2021. It is defined as: *Having a place to live with a sense of security, stability, privacy, safety and an ability to control living space. Homefulness empowers a sense of independence and self-determination.*



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- A respected collaborator, who looks over the horizon, contributing to sector-wide improvements focussed on eliminating the circumstances that lead to people experiencing homelessness.
- An effective and respectful communicator who is comfortable in all forums and environments.

AUTHORITY TO ACT

Staff are required to support and operate within:

- Hutt St Centre Vision, Mission, Organisational Values and Strategic Plan.
- Hutt St Centre policies, procedures, guidelines, Code of Conduct and Practice Framework.
- Defined limits of delegated authority.

KEY DUTIES

- Undertake all duties and responsibilities assigned by the Chief Executive Officer (CEO).
- Ensure all Homefulness related Key Performance Indicators, objectives and compliance obligations are achieved and maintained.
- Provide leadership and guidance to the Manager of the Aspire Program.
- Provide leadership and oversight of the Aged City Living Team.
- Provide leadership and oversight of the Alliances Team. This includes maintaining a strong relationship with the Alliances.
- Exercise project management and oversight of the Homefulness (100 Houses) Project. This will include engaging with the Board committee established to oversee the project and any consultants engaged in the project.
- Act as a collaborative member of the Centre's Leadership Team.
- Be prepared to represent the CEO as and when required.
- Engage sector stakeholders and advocate on behalf of the Centre in the Sector.



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PERSONAL DEVELOPMENT

- Actively attend and participate in supervision and professional development opportunities to ensure high-quality and safe, client-centric services.
- Participate and actively contribute to Hutt St Centre and Alliance development activities including completion of Hutt St Centre induction modules.
- Actively contribute and participate in the performance development process.
- Attend essential training such as Child Safe Environments, Cultural Awareness and Safe and Calm Training.

WORKPLACE, HEALTH AND SAFETY

- Comply with all policies, procedures and instructions in relation to work, health and safety (WHS).
- Keep your work area free of hazards and follow all reasonable directions by your Manager.
- Record all hazards or incidents within the WHS Portal and report them to your supervisor as soon as reasonably possible.
- Act as a role model to other staff and volunteers by demonstrating safe work conduct, ensuring reasonable care that your actions or lack of action does not adversely affect others.
- Ensure that workers are equipped with the information, instruction, training and supervision that they need to work safely.
- Ensure that workers including volunteers and contractors are aware of, and abide by, all relevant health and safety procedures particularly those relating to the operation of plant and equipment.
- Provide PPE as required and ensure workers are aware of correct usage and storage requirements.

EDUCATION/QUALIFICATIONS

- Tertiary Qualifications in management and leadership or equivalent experience
- Tertiary Qualifications in social sciences, social work or a related field.

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OTHER REQUIREMENTS

- Maintain a satisfactory National Police Clearance (NPC).
 - Maintain a satisfactory Department of Human Services (DHS) Working with Children Check.
 - Unrestricted Driver's License.
 - Valid work rights.
 - Child Safe Environments (Through Their Eyes) training.
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KNOWLEDGE AND SKILLS

Essential knowledge, skills and experience

- Strong skills in time management, setting priorities, planning and organising own work to achieve specific objectives.
- High level of interpersonal skills in dealing with all stakeholders.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Ability to work independently and demonstrate initiative.
- Strong teamwork focus.
- Competence in using a personal computer, internet and electronic communications.
- Understanding of the emotional impact of emergency / crisis accommodation support, and where appropriate refer to the appropriate service.

Desirable knowledge, skills and experience

- Knowledge and understanding of the issues facing people at risk of or experiencing homelessness.
 - Knowledge and experience of homelessness services.
 - A sound knowledge of the effects of trauma in relation to homelessness.
 - Client led case management and trauma informed practice.
 - Experience working with people from culturally and Linguistically Diverse (CALD) and Indigenous backgrounds.
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I have read, understood and agree to the requirements outlined in this position description.

Name

Signature

Date