

## Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

## Position Details:

Position Title:	Team Leader Access and Demand
Division:	Housing
Reports to:	Manager Housing & Community Services
Position Purpose:	To deliver a wide range of housing accommodation options and support to people on low to moderate incomes and those with complex needs.

## Position Requirements (What are the key activities for the role?)

Key Result Area 1 Leadership & Resource Management	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"><li>Manage the human, financial and physical resources of the Access and Demand team to established standards and benchmarks.</li><li>Provide effective coordination, advice and leadership for staff working within the team and ensure access to a range of training and development activities for staff designed to achieve best practice in client service.</li><li>Management of complex client whilst</li></ul>	<ul style="list-style-type: none"><li>Work is undertaken within established guidelines, systems and processes with limited supervision and direction of the Regional Manager.</li><li>The Team Leader Access and Demand is responsible for providing leadership and supervision to the nominated Access and Demand Team and meeting all standards and benchmarks.</li><li>Clients are supported in applying for</li></ul>

<p>they are at risk, including participation in a range of case co-ordination activities to facilitate early intervention and support planning for clients with housing and support needs.</p> <ul style="list-style-type: none"> <li>• Provide high level policy and program advice to the Area in relation to the development of future property and service delivery models.</li> <li>• Provide timely and accurate advice and information with regard to the services provided by Mission Australia Housing and other services for clients with support needs.</li> <li>• Prepare high level correspondence, project documents, business case proposals, reports and submissions for senior management, the Mission Australia Housing Executive.</li> <li>• Work collaboratively with Tenancy Services and all business units of MAH</li> </ul>	<p>accommodation and working with MAH partners and wrap around services resulting in successful outcomes</p> <ul style="list-style-type: none"> <li>• Duties have a major impact on the efficiency and effectiveness of the Business Units asset and client service programs, including the development and implementation of service delivery models.</li> <li>• Manages a nominated area resources with respect to day-to-day client service including the development of specific projects and programs, and reporting performance</li> </ul>
<p><b>Key Result Area 2 Performance</b> <b>Managing</b></p>	
<p><b>Key tasks</b></p>	<p><b>Position holder is successful when</b></p>
<ul style="list-style-type: none"> <li>• Manage the performance and development of the Access and Demand Team to establish standards and benchmarks</li> <li>• Provide timely and accurate advice and information with regard to the services provided by MAH, government, and other service for clients with support needs.</li> <li>• Maintain positive working relationships with stakeholders</li> <li>• Prepare a range of reports in regard to the running of the service including waiting list and vacancy reports</li> <li>• Provide high level client/staff issue support including issue escalation and</li> </ul>	<ul style="list-style-type: none"> <li>• Staff are supported to perform their roles in a motivated and effective fashion, in keeping with the formal processes and procedures of Mission Australia Housing.</li> <li>• The position provides authoritative advice and recommendations regarding client requirements, the broader service and support system and the operations of the nominated area</li> <li>• Relationships and support partnerships with support agencies and government organizations are sound and met with regularly</li> <li>• Waiting list is updated on a regular basis to ensure that all information is current and applications are processed regularly and prioritised according to housing need</li> <li>• Client queries and complaints are managed effectively and in line with policy</li> </ul>

complaints. <ul style="list-style-type: none"> <li>Contribute to system and operational policy review, development and implementation.</li> </ul>	
<b>Key Result Area 3 Stakeholder Engagement</b>	
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Develop sound professional relationships with a range of external stakeholders including real estate agents, private owners and other housing providers.</li> <li>Develop and maintain strong business relationships with service providers across the area along with a range of internal stakeholders including colleagues, management, and other MA services.</li> <li>Provide a range of regular reports to support partners and funding bodies regarding their clients and program</li> </ul>	<ul style="list-style-type: none"> <li>Support agreements MOU, Partnership Agreements are developed between Mission Australia Housing and support providers and key stakeholders</li> <li>Regular meetings with stakeholders are conducted.</li> <li>Feedback is sought from stakeholders</li> </ul>
<b>Key Result Area 4 Complaints Management</b>	
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Ongoing promotion of MA Housing appeals and complaints policy</li> <li>Regular reporting / monitoring on appeals and complaints</li> <li>Ensuring MAH policies and procedures are up to date and in line with best practice</li> <li>Ensure operations staff have understanding of appeals and complaints process</li> </ul>	<ul style="list-style-type: none"> <li>Tenants, applicants and stakeholders are regularly informed of their right to appeal/complain and avenues of complaints.</li> <li>Appeals and Complaints register kept and reported to SMT and Board on a regular basis.</li> <li>Policies reviewed on an annual basis, using national standards and state legislation</li> <li>Ongoing support and training for staff members undertaken to ensure good knowledge of appeals process</li> </ul>
<b>Key Result Area 5 Workplace Safety</b>	
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Actively participate in and contribute to MAH Workplace Health and Safety processes, including the development and implementation of safety systems, improvement initiatives and</li> </ul>	

related training, ensuring that quality and safety improvement processes are in place and acted upon.	
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## Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety
- To acquire and keep up to date knowledge of work health and safety matters
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

## Leadership

- Set the Leadership standards through demonstration of values based leadership and actively promote values based behaviours within Mission Australia
- Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly
- Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia's current and future needs
- Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues.

## Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

## Recruitment information

### Qualification, knowledge, skills and experience required to do the role

- Relevant tertiary qualification in relevant discipline and/or equivalent knowledge and skills and experience with demonstrated commitment to ongoing professional development
- Satisfactory Criminal Record Check and Working with Children Check
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### Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
- Ability to deal with ambiguity and complexity.
- Demonstrated strong leadership skills with effective change management capabilities.

### Key challenges of the role

- To provide effective and informative options to a wide range of people seeking housing assistance throughout NSW.
- To provide effective management and leadership to staff within the Access and Demand business unit ensuring they continually meet or exceed key accountabilities, standards and benchmarks.

### Compliance checks required

Working with Children	<input type="checkbox"/>	
National Police Check	<input type="checkbox"/>	
Vulnerable People Check	<input type="checkbox"/>	
Drivers Licence	<input type="checkbox"/>	
Other (prescribe)	<input type="checkbox"/>	_____

## Approval

Manager name

Approval date