



POSITION DESCRIPTION

POSITION TITLE	Team Leader
PROGRAMS	Hope Street in Whittlesea Hope Street in Melton
REPORTS TO	Program Manager – North-West
LOCATION	This position is based between Melton and Thomastown. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
DAYS & HOURS	0.8 EFT (4 days/ week) Monday – Friday between hours 8am – 7pm by agreement.
ONCALL / RECALL	Member of on call/recall roster
CLASSIFICATION	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 5 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,550 of our salary tax free.
OVER AWARD CONDITIONS	Personal Carers leave – 12 days in first year of service and 14 days per year thereafter

ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 45 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation.
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families.
- Advocacy, resource and referral services
- Supported transitional housing.

Hope Street is a not-for-profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit our website www.hopest.org for more information.

PROGRAM INFORMATION

The Hope Street in Melton and Hope Street in Whittlesea programs are State Government initiatives developed under the Youth Homelessness Action Plan Stage 2 - Creating Connections* and launched in 2009 as Support for Young People That Really Counts (SFYPTRC). These programs target young people and young families aged 16 – 25 years, with a preference for those under 21, who have connections to the local government areas (LGAs) of Melton and Whittlesea. Participants are either currently engaged or ready to engage in employment, education and training, and the living skills and other activities offered through the program.



The aim of the program is to proactively support young people in developing their skills and abilities to live interdependently in their local community, including enjoying meaningful and sustainable relationships.

Young people may reside in the program of units and participate in the program for the duration of their tenancy (up to 18 months) before transitioning to independent living. Outreach support is available after exiting the units.

Hope Street in Melton comprises 8 single bedroom units for individual young people and 2 two-bedroom units for young families.

Hope Street in Whittlesea comprises 5 single bedroom units for individual young people and 2 two-bedroom units for young families, along with an additional 4 two-bedroom units in Preston for young families.

Both programs operate from a refurbished unit on-site, which provides staff offices and space for client group activities and workshops. Under the leadership of the Team Leader for Hope Street in Melton and Hope Street in Whittlesea, two Case Managers and two Residential Support Workers (weekend) at each site are responsible for the delivery of services to young people, young families and the broader community in accordance with the program model.

POSITION INFORMATION

The Team Leader is responsible for the day-to-day operational management of the Hope Street in Melton and Hope Street in Whittlesea programs, with the support and oversight of the Program Manager (North-West). This leadership position is responsible for fostering a culture of service excellence, ensuring optimal client outcomes and maintaining compliance across service delivery, risk management and continual quality improvement.

Working closely with team members, the Team Leader will deliver individual performance development and ensure the effective delivery of the program models and strategic plan. This will be achieved through annual individual work plans, regular supervision, and strong communication practices that promote collaboration and accountability.

KEY RESPONSIBILITIES

Service Delivery

- Ensure all client service activities align with Hope Street's standards, policies, procedures, and practice manuals.
- Conduct assessments in collaboration with the Program Manager to inform tailored support plans and strategies.
- Develop, implement and review client-centred, case management/support plans
- Identify and determine the need for more specialist interventions (internal and external)
- Provision of financial resources such as HEF, CEEP and Private Rental Brokerage
- Lead the integration of therapeutic approaches into service delivery
- Manage program vacancies, referrals and intake processes in line with Hope Street and Homelessness Service System procedures, with support from the Program Manager
- Ensure targets are achieved for the entire team; oversee and manage client data collection software (SHIP) and brokerage funding remains within budget.
- When required, work directly with young people and their families or support base, where more complex interventions and responses are identified in conjunction with the Case Manager.
- Promote a multi-disciplinary approach through collaboration with internal programs and allied services.
- Ensure that young people and their families receive a high-quality service that is client-centered, timely, responsive, and evidence-based.



- Develop and implement strategies and interventions that connect young people and families with their local networks, communities and relevant organisations including educational and vocational providers.
- Co-ordinate the delivery of community capacity building activities in the local community to improve responses to young people experiencing and disadvantaged by homelessness.
- Manage compliance requirements with Risk Management Frameworks and Occupational Health and Safety (OHS) policies.
- Perform shift coverage including sleepovers, in the Youth Residential Programs when no other staff are available.
- Maintain a safe and secure environment for young people, staff and visitors.

Team Leadership

- Proactively fostering a positive team culture by promoting positive messaging, encouraging continuous improvement, and providing opportunities for team member feedback.
- Build individual and team capability through regular supervision and professional development in accordance with Hope Street policies and procedures, to ensure high-quality professional standards and competencies are met and practiced.
- Facilitate regular team and case management meetings to support collaboration and consistency in service delivery.
- Oversee workload and task distribution to ensure they are spread evenly across the team to support effective team performance.
- Support team members to build capacity to respond to young people experiencing trauma and complex and/or dual diagnosis.
- Conduct annual performance appraisals of team members.
- Support team members with the development of individual workplans.
- Make final recommendations to the Program Manager regarding clients entering or exiting programs.
- Contribute constructively as a team member for the benefit of the whole organisation and the promotion of Hope Street in the wider community.

Administration & Reporting

- Ensure the Hope Street in Whittlesea and Hope Street in Melton rosters are well managed to support consistent service delivery.
- Maintain physical resources and equipment for safe and optimal operation.
- Support clear and effective verbal handovers with team members during shift transitions, promoting accurate and detailed team communications for optimal continuity of client care, support and safety.
- Oversee the completion of accurate client records and statistical data as required by the funding bodies (e.g. Department of Families Fairness and Housing - DFFH).
- Manage the implementation of financial, HR and risk management systems to ensure compliance with relevant legislation, funding contracts and guidelines, and Hope Street policies and procedures.
- Ensure accurate completion of administrative tasks to ensure smooth day-to-day operations are managed effectively, such as posting vacancies, assessing referrals, petty cash and other expenditure, cab charge vouchers etc. as per policy and procedures.
- Oversee the internal reporting and documentation, including meeting minutes, reports, checklists, file audits, and development records are completed in a timely manner.
- Conduct monthly staff supervision sessions and maintain accurate records.
- Oversee and support the accurate and timely recording and notification of client risk management alerts per policy and procedure including Client Incident Management System, and On Call.
- Undertake other duties from time to time as negotiated with the Program Manager.

Continuous Improvement

- Facilitate team contributions to continuous quality improvement initiatives related to program and service delivery. Encourage team participation in the evaluation and ongoing monitoring program effectiveness.
- Involve clients in-service evaluation where appropriate, to ensure their voices inform program development.



- Collaborate with external support services and community-based initiatives to strengthen integrated service provision and enhance client outcomes.

General

- Adhere to Hope Street's values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Staff Code of Conduct
- Comply with organisational policies and procedures.
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Actively participate in supervision and performance review processes.
- Contribute to a positive organisational culture.
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Undertake other duties as requested.

KEY SELECTION CRITERIA

1. Minimum bachelor's degree qualification in Social Work, Youth Work, or other welfare related areas.
2. Minimum of 10years of experience delivering support and accommodation services to disadvantaged and at-risk young people including young families who are experiencing and impacted by homelessness.
3. Minimum of 10years of experience working with allied service sectors in the provision of integrated, coordinated and seamless responses to achieve referral pathways and service outcomes.
4. Demonstrated knowledge of client centred, therapeutic approaches within a multi-disciplinary team.
5. Demonstrated ability to develop, implement and monitor youth centered programs and capacity building initiatives.
6. Demonstrated ability to plan, implement, monitor, and review all aspects of service delivery programs to ensure key objectives are met.
7. Demonstrated experience leading, supervising and motivating a team to achieve program outcomes and targets and ensure qualitative outcomes with clients.
8. Demonstrated ability to contribute constructively as a leader and team member for the benefit of the whole organisation.
9. Demonstrated capacity to represent Hope Street with professionalism and integrity, reflecting its status as a leading youth specialist organisation when engaging with young people, families, and the community.
10. Highly developed written and verbal communication skills such as active listening, negotiation, problem solving, decision making, and data and program report writing.
11. Competency with Microsoft Office, SharePoint, and client data collection software, such as SHIP
12. Current driver's licence

Employee Name _____

Manager Name _____

Employee Signature _____

Manager Signature _____

Date _____

Date _____