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Role description

Role title	Integration Manager – Housing and Homelessness
Team	Integration Team
Location	Slacks Creek
Classification level	7
Reports to	Client Service Manager – Housing and Homelessness

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

Our Values -

-  **Excellence** - we deliver high quality services and have high expectations
-  **Integrity** - we act honestly and openly
-  **Optimism** - we think and act with confidence about people and the future
-  **Steadfastness** - we persist to overcome barriers and adversity with our clients
-  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The Integration Manager – Housing and Homelessness is responsible for the delivery of specialist case management support for people who are homeless or at risk of homelessness, including families, young people and people experiencing severe mental illness. This role leads the delivery of specialist housing support through an integrated service delivery model, working closely with YFS Families, DFV and Youth teams; as well as leading the delivery of specialist mental health support within the context of our broader homeless and housing support programs.

This role is responsible for the delivery of quality services to clients in accordance with the purpose and values of YFS, and the achievement of agreed outcomes determined by program funders and YFS. The role will plan and monitor the delivery of services, while working with internal and external stakeholders to achieve collaborative outcomes. In addition, the Integration Manager will contribute, as part of our broader management team, to the leadership and development of the organisation.

Key accountabilities

Organisation purpose and values

- Apply knowledge of community services and the individual, cultural and community context to service delivery
- Understand the purpose and values of YFS and embed these in client services and staff management processes
- Contribute to the execution of YFS' strategic intent and priorities.

Leadership

- Lead and influence a positive workplace culture and the development and maintenance of a cohesive and well-functioning team
- Initiate collaboration with other YFS services to improve service delivery outcomes for YFS clients
- Model behaviour consistent with values and leadership expectations, including self-awareness and resilience
- Contribute to middle management meetings and forums and follow up actions.

Operational planning and execution

- Develop accurate, timely data, analysis and reports, including compliance reports, to meet service contract and legal obligations.
- Plan and develop components of programs and projects, and oversee the day-to-day implementation of operations in accord with relevant program logic and practice frameworks
- Implement and monitor team operational manuals compliant with YFS service delivery standards (including ISO); client satisfaction and client complaint processes; and consistent with a continuous improvement approach
- Participate in program service evaluations and organisational reviews; implement recommendations and monitor the achievement of client outcomes.

Service delivery

- Lead client services that are effective in helping vulnerable people achieve long term change and align with YFS' vision of building independence and participation
- Lead the application of relevant practice standards and frameworks including trauma-informed approaches to the program's service delivery
- Identify and respond to changing needs of clients, resolve problems, contribute to improving working processes and procedures to improve service delivery to clients.
- Understand the impact of legislation and practice frameworks and standards on work practices and recommend changes to policies and procedures to accommodate changes in external requirements.
- Deliver services in accord with team operational manuals and internal program arrangements that may entail undertaking direct service delivery when required and providing back up to staff when dealing with complex clients.

People management

- Manage staff through applying contemporary human resource practices including recruitment, induction, supervision, performance management, professional development and learning, and career development, and build a learning and development culture in the team.
- Work in partnership with YFS Human Resources personnel; executive management and in accord with YFS human resource policies and procedures.

External relationships

- Represent YFS at identified relevant inter-agency networks, community consultations and forums.
- Promote, initiate and develop opportunities for provision of integrated services at YFS and within the wider community.
- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients and report on developments.
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained

Finance and resource management

- Manage program budgets in accord with agreed income and expenditure and ensure financial expenditure aligns with benchmarks, and targets are met
- Ensure assets are used in accord with organisational policies and procedures

Risk management and workplace health and safety

- Identify current and emerging risks, undertake risk assessments utilising the YFS's risk assessment and risk management frameworks, develop contingency plans and implement swift correct action within scope of work or escalate risks to minimise or avoid negative consequences
- Manage Workplace Health and Safety practices in accord with legislation, YFS policy, procedures and standards.
- Work within the standards and principles of a Child Safe Organisation.

Business systems and reporting

- Ensure client and staff planning, reporting, documentation and record keeping requirements are efficiently dealt with using available technology and in line with YFS organisational requirements
- Prepare reports for senior management using professional skills and experience.

Cultural respect

- Ensure service planning and delivery recognises the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential
- Three years experience in team leadership role or duties (For example: Senior Worker role)

- Evidence of professional development or qualifications in leadership and management areas.

Knowledge and experience specific to the role

- Experience leading delivery of housing and homelessness services and/or mental health support services.
- Experience working within integrated service delivery models is preferred, including shared or matrix management models.
- Demonstrated understanding of disadvantage, trauma, poverty, mental illness, homelessness and complexity of need in our community.
- Demonstrated engagement and interpersonal skills, including communicating with those in crisis situations, experiencing mental illness and associated functional impairments, and those who are homeless or at risk of homelessness.
- Willingness to engage in a “whatever it takes approach” with individuals who have significant needs (within service and ethical guidelines).
- Demonstrated ability to advocate with both community and government services and operate with influence in partnerships and sector networks.
- Ability to lead accurate and timely reporting and documentation.
- Demonstrated ability and commitment to work collaboratively within a team.

Additional skills and experience

- Demonstrated experience in person centred service delivery
- Demonstrated high level interpersonal skills applicable to managing, developing and supporting staff, resolution of organisational issues, providing advice, and negotiating contracts.
- Ability to develop complex relational practice and person-centred tools and processes; undertake service planning and make recommendations regarding improvements.
- Demonstrated oral and written communication skills together with the ability to interact effectively with a diverse range of people and to maintain confidentiality.
- Demonstrated ability to prepare complex reports for senior management using specialist/advanced communication and computer literacy skills and experience.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.

Other role requirements:

- Current Queensland C Class driver license
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check

Additional information

Note: An employee may be directed to carry out such duties as are within the limits of the employee’s skill, competence and training. All people employed by YFS are required to observe its policies and procedures.

Employment in the position will be subject to an annual Performance Plan and Review, with initial appointment subject to a probationary period of five months.

Integration Manager – Homelessness and Housing

The Integration Manager – Housing and Homelessness is responsible for leading and managing the Home and Healthy team and Integrated Housing team.

About Home and Healthy

Home and Healthy is funded by the Brisbane South PHN and delivered as part of a consortium with Micah Projects and ATSICHS. The Home and Healthy program assists people to effectively navigate across systems such as housing, physical health care, drug and alcohol, mental health, and social enterprise. We assist people, and their informal support networks, to identify and follow up on their recovery and housing goals, leading to an improved sense of wellbeing and stability. We also work with other organisations to improve their understanding and capacity for supporting their participants to navigate multiple service systems.

Responsibilities associated with managing the Home and Healthy team include supervision and management of a team of three Mental Health Support and Advocacy Workers, who deliver case management support for people with severe mental illness, combined with housing issues (many are homeless).

Part of the Integration Manager's role will be to participate in consortium activities and meetings with Micah Projects and ATSICHS.

Home and Healthy is guided by the National Framework for recovery-orientated mental health services (2013) in its practice and service delivery. Services are also delivered using a Critical Time Intervention model involving time-limited case management, work is focussed and through a phased approach support decreases in intensity over time.

Services are delivered in accordance with the Queensland Mental Health Act (2016)

About Integrated Housing

Integrated Housing Specialists are funded by the Department of Communities, Housing and Digital Economy and Hand Heart Pocket, the charity of Freemasons Queensland. This program provides specialised housing support to families who are supported by five YFS family support programs.

Responsibilities associated with managing the Integrated Housing Team includes supervision and management of a team of Integrated Housing Specialists, delivering specialist housing support and services to clients of YFS' Families, Youth and DFV clusters.

Integrated Housing Specialists are embedded in host programs across YFS, so part of the Integration Manager's role is to collaborate and apply matrix management principles with host managers in other programs. This involves supervision and specialist housing support to the Integrated Housing Specialists, as well as guidance on working within an integrated service delivery model. This team also includes an Integrated Employment Specialist, who works across the housing and families' teams to support clients to achieve employment outcomes that will ultimately support housing stability.

[Please see the evaluation summary of our Integrated Family Housing model.](#)