

POSITION DESCRIPTION



Manager, Housing Programs

Housing and Complex Needs

About Jesuit Social Services

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential. We do and we influence. We accompany people and communities to foster and regenerate the web of relationships that sustain us all – across people, place and planet; and we work to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Our Vision

Building a Just Society

Our Mission

Standing in solidarity with those in need, expressing a faith that promotes justice.

Our Values

- Welcoming – forming strong, faithful relationships
- Discerning – being reflective and strategic in all we do
- Courageous – standing up boldly to effect change

Our Purpose

We work to build a just society where all people can live to their full potential – by partnering with community to support those most in need and working to change policies, practices, ideas and values that perpetuate inequality, prejudice and exclusion.

Position details

POSITION TITLE:	Manager, Housing Programs
PROGRAM:	Housing Programs
LOCATION:	Sunshine, Dillon House (Nth Carlton) Perry House (Reservoir)
REPORTING RELATIONSHIPS:	This position reports directly to General Manager, Housing and Complex Needs This position has line management of 3 staff (Program Coordinators)
EFFECTIVE DATE:	January 2025

Position Purpose

- Oversee the development, implementation, operation and review of the housing programs in partnership with the Housing and Complex Needs management team
- Ensure consistency and professionalism in the delivery of services provided to housing program participants

Program Purpose

The programs overseen by the Housing Manager are Perry House, Dillon House and Next Steps, and Link Youth Justice Housing Program (Link).

Perry House is a Specialist Forensic Residential program-based living skills program for young people (17-25) with an intellectual disability who are involved with Youth Justice System. Perry House works with young people who are at risk of re-offending and who require support in developing essential independent living skills to live autonomously in the community. The Perry House program provides a structured independent living skills assessment of each young person residing in the house and workers engage with the young person, their Disability Justice Coordinator, their NDIS Coordinator, and any other services or extended support with a focus on effective reintegration into community.

Next Steps is an intensive outreach and support program, incorporating a residential component (**Dillon House**), funded by the Department of Families, Fairness and Housing (DFFH). The program supports marginalised young people (aged 16-24) with multiple and complex needs, who intersect with the Youth or Adult Justice System and are experiencing, or at risk of, homelessness. Next Steps delivers intensive, case management support via assertive outreach to up to 20 young people, assisting them to (re)engage with family and community, live independently in stable accommodation, and reduce offending behaviour. Next Steps uses a strengths based, trauma-informed approach which incorporates therapeutic elements. Up to 3 young men can access supported accommodation via the residential component of the program, Dillon House. Dillon House provides 24-hour supported accommodation, in a safe and welcoming home environment, incorporating a living skills program to facilitate independent living. Dillon House can accommodate young people for up to 12 months.

The aim of the program is to stabilise young people, mitigate the risk associated with them moving into homelessness, assist them transition into safe, stable and affordable housing and support the development of skills that will assist them to live independently.

The **Link Program** supports young people who have intersected the Justice System to sustain appropriate and stable housing and access essential supports outside of normal business hours. After-hours support is made available to participants via Jesuit Social Services after-hours Link team, who work closely with participants to provide points of engagement at high-risk times to reduce the risk of recidivism, tenancy crises, family violence occurring. The after-hours support focusses on enhancing social participation through engagement in recreational and pro-social activities.

Duties of the position

- Work collaboratively with the housing program teams, funding bodies, other internal Jesuit Social Services programs, and external service providers, to develop and effectively deliver services to marginalised young people addressing complex needs.
- Communicate effectively to relevant internal and external stakeholders to facilitate accountability, risk management, best practice, and program improvement.
- Manage program budgets, records, and statistics to facilitate best practice program management and contractual compliance.

- Represent Jesuit Social Services within the sector to promote the program and effectively respond to service gaps.
- To advise the organisation of any changes to policy or law that may impact on program areas based on sound understanding of State and Federal Government policies relevant to the program.
- Ensure compliance with all organisational and funding bodies' administrative and reporting requirements, including regular program updates to line manager and senior leadership team.
- Participate in the on call service to support staff working after hours and uphold the organisation's OHS responsibilities.

Key Selection Criteria

1. Tertiary qualification(s) and/or relevant experience in field supporting young people with complex needs in community and residential settings
2. Demonstrated capacity to lead, manage and support teams including ability to provide support, mentoring and supervision to staff
3. Ability to apply an intersectional lens to working with young people with multiple and intersecting needs including an intellectual disability, health and/or substance related issues, involvement with the criminal justice, homelessness service, and/or NDIS.
4. A sound understanding of trauma informed practice and an ability to work flexibly and innovatively outside traditional program boundaries
5. Knowledge of and experience in engaging effectively with participants, their families and/or carers, including in relation to cultural safety particularly for CALD and Aboriginal young people
6. Knowledge of and experience in appropriate interventions and service responses that can effectively support young people with multiple and complex needs

Key Performance Indicators

- Service Delivery – Service Agreement targets are met, and programs are delivered in a professional and accountable manner
- Service Planning, Development and Review – Active contributions are made to the planning, development and evaluation of the program
- Networking – Sound relationships are developed with funding bodies, partner agencies and broader community sector and community partners
- Administration – Reports are submitted in a timely manner and all relevant data is entered and submitted as required by Service Agreements
- Management – Participation in and contribution to the operations of Jesuit Social Services management. This includes coordinating formal supervision fortnightly with appropriate record keeping

Key responsibilities of Jesuit Social Services Employees

Service delivery

- Engage and build positive and constructive relationships with internal and external stakeholders and program participants
- Deliver services consistent with program guidelines, relevant legislation and funding agreements
- Ability to clearly communicate with others
- The ability to manage competing priorities in a high-volume work environment
- Fulfil the reporting and administrative requirements associated with the position
- Other duties as required

Team work and supervision

- Work effectively as part of a team, contributing to group outputs and reflective practice
- Actively participate in regular supervision with the line manager, staff meetings and professional development opportunities

Continuous Improvement and Professional Standards

- A growth mindset with a commitment to own learning and development
- Commitment to risk management and continuous quality improvement processes
- Compliance with relevant legislation, Code of Conduct, policies and procedures of Jesuit Social Services

Diversity, inclusion and culture

- Demonstrate respect and acceptance of diversity at all times and provide culturally appropriate support
- Interact with staff, participants and other stakeholders in a manner that is inclusive, respectful and non-discriminatory
- Understanding, and a demonstrated capacity to provide leadership in, the identity and ethos of Jesuit Social Services

Mandatory Position Requirements

- Current National and International (where required) Police Check
- Current Employee Working with Children Check
- Valid and current Australian Driver's License
- Proof of eligibility to work in Australia
- Undertake after hours on call support

Safeguarding Children and Young People

Jesuit Social Services takes child protection seriously, and you are required to meet the behavior standard outlined in our Code of Conduct.

Conditions of Employment

Conditions of employment are in accordance with the current Jesuit Social Services Collective Agreement and Jesuit Social Services Policy & Procedures, including the Code of Conduct.

Employee Acknowledgement

I, _____ (please print name) acknowledge that I have read and understood the contents of this position description.

Employee Signature:

Date: _____

Position Description Approved by:

**General Manager, Housing and
Complex Needs**

Position Description Review Date:

March 2026