



Position Description

Position Title:	Manager – Service Integration Initiative		
Position Type & Hours:	Full time, 38 hours per week Social, Community, Home Care & Disability Services Industry Award Level 8		
Position Reports to:	Executive Director		
Direct Reports:	Regional Care Coordination facilitators x 7 Project Officer x 1 Project Support Officer x 1		
Organisational Context			
<p>Q Shelter is a peak body for the Queensland housing and homelessness sector (the Sector). Incorporated since 1993, it is primarily funded by the Department of Communities, Housing and Digital Economy (DCHDE), with other income streams including membership fees, event sales, consulting fees and non-recurrent grants.</p> <p>Q Shelter plays an important role delivering projects to assist in the implementation of the Queensland Housing Strategy 2017-27 and the Queensland Housing and Homelessness Action Plan 2021-25.</p> <p>Q Shelter is a member-based incorporated association, overseen by a Management Committee.</p> <p>Q Shelter focuses on:</p> <ul style="list-style-type: none">• building Sector capacity, to deliver evidence-based solutions to housing and homelessness needs• influencing public policy, investment and programs, to achieve housing and homelessness solutions• investing in its own resources and systems, as a base to improve its services to the Sector.			
Important qualities & behaviours			
<p>The successful candidate will:</p> <ul style="list-style-type: none">• understand and have empathy for, the challenges faced by people living with complex needs• be comfortable working with a high degree of autonomy• be a high-performing individual, driven to deliver high quality project outcomes, by deadlines• be energetic, enthusiastic and innovative, with proven leadership capabilities and qualities• enjoy leading and motivating a large team• seek out creative solutions to challenging problems• be a great communicator and write to a very high standard• be a team player, who positively contributes to organisational culture			
Approved by:	Executive Director	Date:	13 May 2022



Role Specification

About the role

The Queensland Service Integration Initiative (“the Initiative”) aims to improve integration across the various front-line services available to people who are homeless, or at risk of homelessness and living with complex needs. The Initiative focuses on building the capacity, capability and collaboration of the services who support people with complex needs. The Initiative currently has regional care coordination facilitators (“Facilitators”) in nine Queensland regions.

The Manager role is focussed on:

- leading the Initiative and providing backbone support to Facilitators in all nine regions
- managing a team of nine (including seven Facilitators auspiced and employed by Q Shelter)
- collaboratively developing tools, resources and training to support the network of Facilitators and the front-line services they support (“Care Coordination Groups”) in each region
- strategic stakeholder engagement
- working with funding bodies, to support implementation of the Initiative and managing budgets
- working across Queensland to build sustainable regional capacity, capability, and system health
- developing and sustaining data reporting frameworks that enable the collection, interpretation and reporting of contemporary data to drive continuous improvement, and to demonstrate outcomes
- strategic advice on solutions to homelessness, and the future design of the service system

Roles and responsibilities

Collaboration, engagement and facilitation

- Capacity building and developmental support to Care Coordination Groups and Facilitators
- Work collaboratively to support expansion of Care Coordination Groups
- Collaborate to realise synergies between different roles and functions at regional and state-wide level.
- Work with Facilitators on sustainability of networks and structures
- Work collaboratively on collective impact evaluation and measurement.
- Work collaboratively with funding bodies and Government agencies

Workforce & Capacity development

- Identify and prioritise Care Coordination Group learning and development needs
- Facilitate responses to learning and development needs
- Work with the Facilitators, Q Shelter’s Sector Capacity Team and other training providers, to bring development opportunities to Care Coordination Groups
- Develop workforce development resources and tools for a consistent approach to Care Coordination
- Provide trouble-shooting support to Care Coordination Groups and Facilitators.
- Contribute to the Deck Online Resource Hub for Housing and Homelessness Services



Data, evaluation and reporting

- Informed by collective impact principles, contribute to, and implement an action research framework to measure inflow, complexity, outcomes and impact
- Deliver quality data reports at governance, initiative and regional levels, including to funding bodies

Communication

- Produce quality written and verbal reports, that support accountability and continuous improvement
- Engage with the Sector and funding bodies, for increased participation and engagement with the Initiative.

Management & Organisational contribution

- Lead Q Shelter's Service Integration Initiative Team
- Support the professional development of Service Integration Initiative Team members
- As a member of the Q Shelter leadership team, contribute to organisational Strategy
- Identify synergies between opportunities in the Initiative and the broader Sector
- Develop and manage the Initiative budget
- Contribute to development of organisational culture

Key deliverables

- Delivery of the Initiative
- Contribute to the delivery of Q Shelter's Strategy and funded Work Plan
- Contribute to member and stakeholder relations
- Contribute to business development opportunities
- Contribute to the leadership team and Q Shelter's culture

Key Stakeholder Relationships

- The Department of Communities, Housing and Digital Economy
- Housing and homelessness organisations operating in Queensland
- Stakeholders across the broader Queensland service system
- Industry peak bodies
- Q Shelter members, potential members and other sector stakeholders
- People with lived experience of housing need and homelessness
- Q Shelter Management Committee
- Q Shelter team



Key job requirements

Qualifications

- Tertiary qualifications in Human Services required.
- Relevant post graduate qualifications highly regarded.

Experience

- Significant experience in the delivery of human services
- At least five-years' experience in senior management

Other role requirements

- The successful candidate will be required to travel regularly within Queensland and interstate
- The successful candidate is required to undergo a criminal history check
- The successful candidate is required to follow Q Shelter policies and procedures and to work within the requirements of the Code of Conduct.

Key Selection Criteria

Engagement, community development and collective impact

1. Proven track record and results in successful engagement and community development
2. Experience working within complex operating environments and with complex stakeholder relations
3. Proven success in building and sustaining regional networks engaged in collective impact strategies
4. Proven ability to design and facilitate capability and capacity building sessions, including strategic planning, regional planning and continuous improvement sessions.

Senior practice and management

5. Senior practice experience in housing and homelessness sectors and a detailed understanding of the solutions to homelessness and housing need
6. Proven success in senior management, including supervision and line management.
7. Experience in planning and delivering workforce development and capability programs
8. Proven success in complex project management
9. Proven ability to develop, implement and monitor budgets.

Evaluation and reporting

10. Understanding of evaluation methodologies and experience in the implementation of evaluation projects, including data analysis and reporting.

Communication

11. Exceptional verbal and written communication skills, including exceptional report writing
12. Significant experience with client management software systems