

POSITION DESCRIPTION



POSITION TITLE	Team Leader, Housing Support Programs
REPORTING TO	Manager Homelessness Programs
DEPARTMENT	Service Delivery
DIRECT REPORT(S)	Senior Practice Lead, Case Managers, Housing Officer and Support Worker
CLASSIFICATION	SCHADS 6

THE ROLE

To lead the development and delivery of a suite of new and existing homelessness programs, ensuring sector recognised best practice services, contracted deliverables are met and relevant projects are implemented.

KEY RESPONSIBILITIES

Duties

- Lead the development and implementation of new and existing program operations to ensure they are evidence-based, set exceptional standards and embrace continuous improvement
- Assess and monitor workflow, workloads and the performance of the team
- Meet the contractual obligations of the funding agreements including reporting
- Develop, monitor and review program budgets in consultation with the Manager
- Establish, build and maintain strategic external networks to improve service delivery and enhance collaborative working relationships in the context of a newly recommissioned homelessness sector
- Support internal teams to transition to a newly recommissioned homelessness sector

Leadership

- Coach, mentor and lead our people to achieve our vision and strategic goals through building capability, organisational awareness, and promotion of our values
- Set exceptional standards with a focus on continuous improvement
- Manage, contribute to, and promote safe and inclusive work practices consistent with our policies and WH&S legislation to support a safe environment for all

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Tertiary qualifications in Community Services, Social Sciences or Social Work (post graduate qualifications are highly desirable)
- Demonstrated experience leading people and developing employees to build capability
- Experience in a similar role with demonstrated experience in program development and delivery
- Comprehensive knowledge of the homelessness and domestic, family and sexual violence sectors, including legislation, governance, policy, and processes
- Ability to build strong relationships at all levels based on trust and collaboration
- Concise and tailored communication and strong interpersonal skills
- Adapts well to and can lead, drive, and advocate change in an organisation

Current at July 2025

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- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Valid state-based working with children or working with vulnerable people check
- Experience working within a Not-for-Profit environment (highly desirable).

At YWCA Australia, we live our values every day

