

POSITION DESCRIPTION

TITLE OF POSITION	Adelaide Zero Project Manager
CLASSIFICATION LEVEL	Level 6
PROGRAM	Toward Home Alliance (THA)

OVERVIEW

In 2020, The South Australian Housing Authority (SAHA) announced significant reforms within the homelessness sector. In response to these reforms, the Toward Home Alliance (THA) was formed comprising of Baptist Care SA, The Salvation Army, Lutheran Care, Hutt Street Centre, Mission Australia, Aboriginal Family Support Services and Sonder.

Guided by a united vision of **Ending Homelessness** through services which are bold and transformative, THA believes:

- Home, safety, self-determination, and choice are basic human rights. We walk alongside clients on their self-directed journey.
- In people's resilience; we 'see' the whole person, listen deeply, and treat everyone with dignity. We embrace and celebrate the diversity of culture, race, ethnicity, age, gender, religion, sexual orientation, gender identity, gender expression, disability, economic status, and other backgrounds and experiences.
- Culturally strong practices, co-designed with Aboriginal communities, create safety, shared understanding, and healing.
- Our service practices, frameworks, and models must draw on practice wisdom, evidence, and the lived experience of people and communities.
- Homelessness can be traumatic; our work is trauma responsive, culturally understanding, compassionate, and supports recovery and healing.
- In valuing, supporting, and empowering our workforce. We know it takes courage to be vulnerable and embrace mistakes as part of our collective learning.
- The voice and experience of people with lived experience is at the heart of everything we do. It shapes what we do, how we do it, and influences policies and systems change.
- In collaborating and working with the community, sector, government, and other Alliances to innovate and drive positive system reform.
- It takes a community to end homelessness.

The [Adelaide Zero Project](#) seeks to end street homelessness in the inner city, using the Australian Advance to Zero methodology. It is a collaboration of a broad range of not-for-profit organisations, government agencies, private organisations and service providers that have come together to lead the charge for ending homelessness in Adelaide. The South Australian Alliance to End Homelessness provides the 'backbone' or coordination role for the Project.

POSITION SUMMARY

The Adelaide Zero Project (AZP) Manager leads the collaborative efforts to coordinate an end to rough sleeping homelessness in the inner city and manages the AZP backbone team.

This place-based leadership role entails collaborative and uniting leadership; engagement with a diverse range of stakeholders; demonstration of a commitment to ending homelessness; and capacity to use data to inform and advocate for practice, service system and policy improvements. The position will involve significant engagement with the South Australian Alliance to End Homelessness (SAAEH), THA's Alliance Management Team (AMT) as well as the wider South Australian community and other service systems including housing, health and justice.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

This position will report directly to the THA Alliance Senior Manager and/or the Director, South Australia Alliance to End Homelessness. The priorities for this position will be guided by a work plan, developed with the successful candidate and inclusive of relevant key performance indicators and supports to ensure the position's success.

SPECIAL CONDITIONS

The successful applicant shall:

- Hold and maintain a satisfactory SA Department of Human Services Working With Children Check
- Hold and maintain a satisfactory NDIS Worker Check
- Hold and maintain a satisfactory National Police Clearance
- Hold a current Provide First Aid certificate
- Hold a current Safe Environments for Children & Young People certificate
- Hold a current and unrestricted South Australian Driver's Licence
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel)
- Have the flexibility to work occasional evenings and weekends if required
- Undertake some intra-state and interstate travel
- Provide evidence of COVID 19 vaccination (1st & 2nd dose)

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CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Culture, Strategy and Leadership	<ul style="list-style-type: none"> ▪ Lead, support and resource the strategic directions of the Adelaide Zero Project, the Toward Home Alliance and the South Australian Alliance to End Homelessness (SAAEH). ▪ Exemplary role modelling of building and sustaining relationships, as well as bringing people and communities together to unite and drive a common agenda towards ending homelessness. ▪ Build a continuous improvement culture across AZP, and it's integration into the culture of THA. ▪ Participate in South Australian Alliance to End Homelessness (SAAEH) strategic planning and implementation. ▪ Manage the AZP back-bone team – including seconded staff - providing content expertise and technical assistance during national and community-based events, including coaching, webinars, training and development, presentations). ▪ Support the governance forums of the Adelaide Zero Project, including the Inner-City Sub Committee, the Coordinated Care and Housing Allocations forums. ▪ Lead and contribute to public awareness raising as determined by the Alliance Senior Manager/Director SAAEH, including public speaking engagements, media releases and content. ▪ Engage with people with a lived experience of homelessness to improve efforts to end homelessness. ▪ Other duties and special projects, as assigned, to advance the efforts of the Adelaide to Zero project.
Continuous Quality Improvement (CQI)	<ul style="list-style-type: none"> ▪ In partnership with the Alliance Management Team (AMT) and AZP backbone team, lead the full integration of the Advance to Zero (AtoZ) Methodology. ▪ Identify, implement and lead specific systemic quality improvement projects (PDSA) to end homelessness in collaboration with the AZP backbone team and THA. Share and apply PDSA learnings to improve service delivery operations and change systems.

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	<ul style="list-style-type: none"> ▪ In partnership with AMT, lead improvements in practice and operational policies, as it relates to people experiencing chronic homelessness. ▪ Learn and adopt Advance to Zero Quality Improvement methods and tools, that are data and evidence led and practice informed. ▪ Adopt best practice from high performing communities, locally. ▪ Support the engagement of volunteers, interns, and others in the work of the AZP.
<p>System Partnerships and Policy Change</p>	<ul style="list-style-type: none"> ▪ Drive systems change, including alignment with and integration with other systems, including health, corrections and housing as well as other systems such as NDIS and Aged Care. ▪ Use AZP evidence and learnings to advocate for improved policy and systems outcomes for people experiencing homelessness. ▪ In line with THA directions, lead cross-agency pilot initiatives with external partners. ▪ Inform and drive THA/SAAEH advocacy agenda, drawing on evidence and learnings including drafting policy or issues paper from time to time. ▪ Collaborate with THA partners and connected systems, including community housing providers, to improve AZP outcomes. ▪ Supporting the implementation of the 2023 Australian version of the VI-SPDAT / the AHVTT. ▪ Engage with the AtoZ Database to monitor quality of the bi-name list, and track progress in successfully accommodating and retaining people in housing.
<p>Workforce Capacity Building and Development</p>	<ul style="list-style-type: none"> ▪ Consult and engage with workforce to co-design solutions to reduce homelessness. ▪ Engage with and train THA workforce, and others, to upskill in the AtoZ methodology. ▪ Design and facilitate Learning Sessions and community on-site meetings as needed. ▪ Engage staff, community leaders and strategic partners in AZP priorities, processes and outcomes. ▪ Support the curation and organisation of events and training from time to time. ▪ Grow the capacity to respond to system level changes.
<p>Values and Principles</p>	<ul style="list-style-type: none"> ▪ Collaborative leadership drives all that we do. ▪ Data, evidence and practice wisdom are equally important, and underpins how we work. ▪ Client voice and experience is valued and critical to service improvement and policy improvement. ▪ Homelessness is both preventable and solvable.

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	<ul style="list-style-type: none"> Apply THA values, ethics, policies and procedures across all work practices.
Teamwork and Collaboration	<ul style="list-style-type: none"> Participate and contribute to a culture of openness and collaboration within the team reporting to the Alliance Senior Manager. Lead the development of a multi-organisational project and team through calling team meetings, creating agendas and meeting protocols and facilitating meetings. Maintain a culture of accountability, respect and excellence across partnerships.
Administration	<ul style="list-style-type: none"> Coordinates with the Regional Administrator, Data Lead and AZP Backbone team to get necessary data to provide feedback loops on progress against goals and strategies being implemented. Follow up on actions and meetings, create reports, analyse data and explains dashboards and other reporting tools to ensure the project is performing to consistently high standards. As determined by the Alliance Senior Manager/Director, meet the reporting requirements for the position, including regular supervision, attendance at team meetings, bi-monthly progress reports.
Cultural Respect	<ul style="list-style-type: none"> Ensure all that we do and decisions made, recognise the history and ongoing impacts of Aboriginal and Torres Strait Islander people experience. Deliver planning and implementation strategies that are person and community centred for First Nations people and people from diverse cultural backgrounds.

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. Adhere to and support LC's policies and procedures. Comply with Professional Codes of Practice

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Teamwork	<ul style="list-style-type: none"> ▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the program manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the supervisor as required.
Work Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines.
Resource Management	<ul style="list-style-type: none"> ▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> ▪ Contribute to the delivery of high-quality services. ▪ Understand and support continuous quality improvement in LC.

PERSON SPECIFICATION

- Commitment and passion for human-centred and collaborative leadership and change.
- A belief that ending homelessness is possible, with a passion to achieve this.
- Strong communication skills and capacity to build rapport with other stakeholders.
- Strong leadership skills and ability to value the expertise of stakeholders.
- A 'can-do' action orientated attitude and ability to demonstrate an infectious enthusiasm that inspires others to join the Project.
- Project management skills including leadership, communication, planning and strategic thinking, negotiation skills and critical thinking.

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- Technical and analytical skills to understand the use of the VI-SPDAT tool and its application and the AtoZ Database.
 - Well-developed computer literacy skills, including demonstrated achievement in the use of Office 365.
 - Excellent knowledge of place- based principles and evidence based housing and homeless policies and practice.
 - Understanding project governance when there are multi organisations involved.
 - Understanding and implementation of action planning and continuous improvement principles.
 - Significant experience establishing and maintaining positive engagement working with community stakeholders including First Nations organisations.
 - Previous experience in alliance building; running an advocacy campaign and leading a multi-organisational project (desirable not essential).
 - Demonstrated capacity to engage with homeless people respectfully, and a sound understanding of, and commitment to social justice.
 - High quality administration skills
 - Ability to work independently and as a part a results-oriented team
 - Relevant tertiary qualifications (Degree in relevant discipline) and / or experience are essential

ACKNOWLEDGEMENT:

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Staff will be consulted over major changes to their job descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

Employee: _____ Witness: _____ Date: _____

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