

Position Description

Position title:	Program Manager, Homelessness Services	Reports to:	Senior Manager
Program / Department:	Pathways to Home & Healing, Wardli-ana & Youth Accommodation	Primary work location/s:	Inner City, Inner South, Outer South
Direct reports:	Team Leaders, Senior Aboriginal Engagement Worker	Key stakeholders:	Towards Home Alliance, Government Department, BCSA Management
Award:	SCHADS	Classification:	Level 7

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

Integrity Ensuring personal and corporate transparency and the highest ethical standards.	Compassion Treating people and communities with empathy, dignity and fairness.	Empowerment Releasing individual strengths that promote personal and community transformation.	Innovation Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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About the role

The Manager Wardli-ana, will lead the operational management and delivery of Baptist Care SA's Wardli-ana and Youth Accommodation homelessness services.

As a member of the Pathways to Home & Healing leadership team, and as an enabler of the Toward Home Alliance, the Program Manager will contribute to healthy organisational culture, sound leadership, quality client service delivery practices, and purposeful partnerships.

The Program Manager will be required to effectively communicate and embed quality client practices, with collaborative behaviours to promote cultural identity and accountability, creating the conditions for innovation and improvement.

The Program Manager will represent Baptist Care and The Toward Home Alliance on a range of sector forums and networks. The Manager, Homelessness Services may be required to manage other like services as required by Baptist Care SA.

Role responsibilities

Transition Pathways (*Practice Leadership and Operational Management*)

- Implement the Baptist Care SA Wardli-ana and Youth Accommodation services, manage the ongoing operational delivery and, along with the Senior Manager, ensure consistency in culturally responsive and best practice delivery across the alliance and provide leadership in the sector
- Ensure Tapa Marnini-apinhi, Baptist Care SA's Practice Framework, is embedded into client service delivery, team culture and partnerships.
- Lead practice supervision across the team, ensuring all team members receive regular quality supervision, have training and development plans to support their practice improvement and that there is a positive, creative and values aligned team culture.
- Ensure that Wardli-ana and Youth Accommodation are meeting or exceeding funding contract requirements and KPI's.
- Manage allocated resources to realise financial performance, including approved budgets, equipment, any brokerage funds and infrastructure.
- Implement, manage and oversight usage of information systems to record, analyse and report service information internally, to service partners and regulatory bodies.
- Contribute to and implement service evaluation and outcome initiatives to monitor the achievement of programs and strategic initiatives.
- Collaborate with Baptist Care SA's management to integrate service offers, to develop and implement client transition pathways.

Empowered Teams (*People Leadership*)

- Lead a highly skilled, multi-disciplinary team to provide outstanding services and encourage innovation in service delivery to meet client needs.
- Ensure the provision of high quality, cultural supervision for staff
- Develop direct and indirect reports through provision of supervision, team meetings and development opportunities in both practice related and professional business practice.
- Lead and embed culturally responsive service delivery for Aboriginal team members and Aboriginal clients which is accountable to partner Aboriginal Community Controlled Organisations and the broader Aboriginal community.
- Promote sound change management practices across the team, ensuring effective communications.
- Lead direct reports to professionally represent Baptist Care SA to clients, family members, carers, guardians and advocates and the sector.
- Set and model a team culture that demonstrates the organisations Christian values and promotes a supportive, collaborative, ethical and accountable work behaviours, beliefs and values in alignment with Baptist Care SA mission, purpose and values.
- Ensure all staff are appropriately trained, equipped and empowered to provide the highest quality of service to our clients.
- Foster and maintain a workplace culture which attracts and retains skilled, experienced and values aligned staff.

Purposeful Partnerships *(Stakeholder Management)*

- Contribute to the Toward Home Alliance through alignment with the Toward Home Alliance values, charter and behaviours.
- Actively participate and develop cross-Alliance relationships by fostering effective partnering and communication.
- Develop and maintain creative and effective networks with a range of stakeholders to develop partnerships, clear referral pathways and support for service delivery.
- Maintain purposeful and meaningful relationships with community leadership and Aboriginal agencies to enable the work with client, family and community.
- Collaborate with Baptist Care SA leadership to ensure effective delivery of Baptist Care SA's Stakeholder Engagement strategy and plan.

Sustainable Social Enterprise *(Growing our Impact Sustainably)*

- Contribute to the Toward Home Alliance through alignment with the Toward Home Alliance values, charter and behaviours.
- Actively participate and develop cross-Alliance relationships by fostering effective partnering and communication.
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- Maintain purposeful and meaningful relationships with community leadership and Aboriginal agencies to enable the work with client, family and community.
- Collaborate with Baptist Care SA leadership to ensure effective delivery of Baptist Care SA's Stakeholder Engagement strategy and plan.

Influential Voice *(Advocacy and Client Voice)*

- Lead the team to ensure effective partnering with clients, family members, advocates and community groups to embed the voice of people at risk of, or experiencing homelessness into our service offer, especially Aboriginal and Torres Strait Islander People.
- Represent Baptist Care SA and become an influential voice in the homelessness service sector.

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.

- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- Relevant qualifications in social work, community services, management or equivalent experience.

The experience you bring

- Minimum of 5 years management experience in human services or similar environment.
- Demonstrated knowledge and experience of homeless sector, Youth sector, Aboriginal services sector or similar environment.
- Evidence of leading teams who have delivered high quality client services.
- Service implementation and innovation.

The competencies (knowledge, skills and behaviours) you bring

- Track record of developing and building partnerships with other community service organisations.
- Commitment to Reconciliation between Aboriginal people and other Australians, including engaging Aboriginal people in service provision and development and ensuring services are culturally accountable and respectful.
- Strong communication skills, including presentation, facilitation and written skills.
- Adaptive leadership skills and ability to engage with senior leaders, service delivery workers and clients.

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- National Police Clearance as per the Background Screening Check Policy
- Training – Child Safe Environments
- A valid NDIS Worker Screening Check
- Ability to work outside of normal office hours
- Ability and willingness to travel within South Australia as required
- A valid full South Australian drivers' license (C Class)

Desired Requirements

- Aboriginal and Torres Strait Islander peoples are encouraged to apply.
- Promote good relations and practices towards different minority groups that support equality, diversity and inclusion.
- Previous experience in public speaking / group management.

- Previous experience in a community services environment.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	People & Culture Business Partner	Version:	1
Effective Date:	October 2026	Review Date	October 2028