

Position Information

Position Title	Program Manager, Homelessness
Program	Homelessness
Reports to	Executive Manager, Residential Recovery
Direct reports	Team Leaders & Coordinators
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 6

Organisation Information

TeamHEALTH has supported people living with mental illness across the Northern Territory for more than 30 years. Established by family members and service providers, TeamHEALTH was initially created to provide stable and safe accommodation and support for people living with mental illness. Since then, TeamHEALTH has grown into a leading provider of mental health and wellbeing supports across the Top End, delivering services spanning prevention and early intervention, psychosocial rehabilitation, housing, community mental health, aged care and NDIS.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of supports, advocacy and education. We see success in achieving our purpose as consolidating what we do well, using evidence-based approaches, listening to our participants, community and workforce and remaining an adaptable, skilled organisation.

TeamHEALTH's supports are grouped into the following categories:

- Early Intervention, telehealth and low intensity mental health groups
- Child and Family Wellbeing Services
- Psychosocial Community mental health
- Residential Psychosocial Rehabilitation
- Community Housing, transitional accommodation and brokerage
- NDIS psychosocial disability support
- Aged Care

Accredited to the National Standards for Mental Health Services, the NDIS Quality and Safeguarding Framework, the National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH is committed to quality service delivery and supporting participants to pursue their goals.

Position Summary

This role leads TeamHEALTH's Homelessness programs, which provide a continuum of prevention, early intervention, and crisis responses. With a strong focus on prevention and systemic improvement, the program addresses social, personal, and structural challenges including access to mental health services, employment, life skills development, and tenancy readiness to support individuals in sustaining long-term housing. Through tailored, trauma-informed support, the program aims to reduce experiences of homelessness and improve long-term outcomes for those facing complex barriers.

The program aims to:

1. Provide early intervention for individuals at risk by delivering tailored support to prepare them for and connect them with stable housing options, such as social housing, affordable housing, or private rental thereby reducing the likelihood of homelessness and associated trauma.
2. Support individuals currently experiencing homelessness through a housing first approach, offering immediate access to appropriate accommodation alongside wrap around support services.
3. Provide accommodation and intensive support for people exiting correctional facilities, providing stable, safe, and supportive housing that reduces risk of reoffending by empowering tenants with the skills and resources needed to live independently.

Reporting to the Executive Manager, the Program Manager provides overall management and leadership of the program playing a key role in supporting and coaching the team within the Program to deliver timely individualised, trauma informed and culturally appropriate support.

A significant part of the role will be providing regular and timely management and supervision of all staff working within the program to ensure participants are supported in line with relevant housing and homelessness guidelines and principles using best practice approaches.

The Program Manager will be key in establishing and maintaining professional, supportive and collaborative relationships with sector stakeholders. The Program Manager will be responsible for identifying gaps in provision of services and making recommendations on methods by which these system improvements can be addressed.

At times the Program Manager may be required to provide support or assistance in other areas of TeamHEALTH, which may involve travel and overnight stays, and may be required to participate in an on-call roster.

Key Result Areas

1. Accommodation Support

- 1.1. Provide leadership in delivering a coordinated homelessness accommodation service that aligns service delivery, priorities and outcomes identified in the Homelessness Programs Service Guidelines (Guidelines) and the NT Homelessness Strategy (Strategy) 2025-2030.
- 1.2. Establish and monitor protocols around intake, assessments and exit of tenants referred to the program to enable timely decision making and in accordance with the existing guidelines.
- 1.3. Assist staff and tenants to develop, monitor and implement individualised plans.
- 1.4. Ensure that services provided reflect principles of psychosocial rehabilitation that focus on recovery and relapse prevention.

2. Relationship Management

- 2.1. Develop and maintain working relationships within TeamHEALTH, with key stakeholders.
- 2.2. Work effectively with all people including those of Aboriginal, Torres Strait Islander descent, and those with Culturally and Linguistically Diverse (CALD) backgrounds.
- 2.3. Uphold the TeamHEALTH values of Integrity, Accountability, Wellbeing and Respect in all engagement with staff, tenants, carers and external contacts.

3. Team Management

- 3.1. Provide leadership, mentoring and assist in day to day management of programs.
- 3.2. Oversee staffing rosters together with Coordinators, ensuring legislative requirements are met.
- 3.3. Ensure that all staff are trained to complete all shift duties as required and ensure that a process is established for effective shift handovers where required.
- 3.4. Regularly complete audits of case notes and data entry to ensure accuracy and relevance in line with funding reporting requirements.
- 3.5. Conduct and facilitate Team meetings and group supervision on a regular basis with staff.
- 3.6. Ensure all governance aspects of the service, including staff supervision and support, performance reviews with staff, quality and risk management to ensure safe and effective service delivery.
- 3.7. Regularly review service and support standards identifying and recommending areas of improvement within Policies, Instructions and ways of working.

4. Reporting and Administration

- 4.1. In consultation with the Executive Manager, develop and manage the program budget, assets and expenditure, ensuring appropriate Policy, Procedures and Reports are completed within established timeframes and delegation levels.
- 4.2. Manage reporting requirements and funding with Finance.
- 4.3. Ensure staff are updating participant case notes and that all relevant data and consent forms are updated as outlined in TeamHEALTH's Policies and Instructions.
- 4.4. Assist the Executive Manager in proposals to expand/enhance the existing service and supports.
- 4.5. Ensure that support related data gathering and all internal and external reporting is accurate and completed within timeframes required by any external providers and TeamHEALTH.
- 4.6. Participate in the development and use of evaluation tools and processes.
- 4.7. Actively participate in regular support and supervision with the Executive Manager, including continued professional development and performance reviews.

Key Selection Criteria

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's Licence.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module.

Essential for Position

5. Demonstrated experience in leading a program that provides support to people experiencing vulnerability which may include homelessness, mental health conditions, disability, alcohol and other substance use, family and domestic violence.
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7. Demonstrated ability to build professional relationships and communicate effectively with key stakeholders including clinical services, participants, carers, community services and government departments.
8. Demonstrated ability to manage funding and reporting requirements.
9. Proven leadership skills and experience with the capacity to manage and support a team of staff.
10. Demonstrated ability to manage workload in a busy environment and prioritise to ensure deadlines are met, including ability to analyse and exercise good judgment in problem solving and decision making.
11. Demonstrated commitment to strive for continuous quality improvement.
12. Demonstrate a high level of communication skills, including written, interpersonal and negotiation.
13. Demonstrated computer literacy.
14. Action orientated, flexible and innovative, with ability to work under general direction and collaboratively as part of a wider team.

Desirable for Position

15. Relevant tertiary qualification in mental health, homelessness or related area, or equivalent experience.
16. Demonstrated understanding of person-centred, recovery orientated framework, psychosocial rehabilitation and goal setting.
17. Minimum of three years' experience in the management and delivery of strength-based case management strategies to people with acute mental illness and / or experiencing homelessness

Position Description Approval

Approved by	Kylie Ella
Date approved	24 April 2026
Signature	