

## **Position Description**

### **Position Title:** General Manager Getting Housing

## **Launch Housing**

Launch Housing has an ambitious agenda to end homelessness. It currently helps over 18,000 people annually with 380 staff in 14 locations and with a turnover of \$75 million, Launch Housing is of a size, yet nimble enough, to make a real impact on homelessness.

We believe homelessness is solvable but not without changing community attitudes and the stubborn persistence that some level of homelessness is inevitable and therefore tolerable.

We know we need a healthy culture to succeed and a purpose led strategy to guide effort and collective action. We are committed to reporting the impact of our work and forming alliances for change.

To find out more, visit our website at - <https://www.launchhousing.org.au/>

## **Opportunity Overview**

We need a leader to help us meet the moment.

Launch Housing is delivering a high-impact strategy that aims to reduce homelessness in Melbourne with strong government support for new solutions to build more social housing and to reverse the rate of street homelessness.

An opening now exists for Launch Housing's General Manager Getting Housing to join the team to accelerate strategy attainment and engage and mobilise staff in this critical portfolio. This portfolio leads key strategic activities such as igniting our Melbourne Zero campaign and associated street counts or registry weeks as well as leading innovations in emergency and crisis accommodation. It must engage governments at all levels along with philanthropy and corporate Australia, in specific initiatives aimed at ending homelessness.

With an overall responsibility for 150 staff and \$30 million, the General Manager Getting Housing provides walk up Entry Point services to members of the public to be assessed for housing, street based Assertive Outreach services and Crisis Accommodation (across four sites in the SE corridor of Melbourne). It also leads the innovative Melbourne Zero project to be delivered in conjunction with sector and community partners. As part of our response to the Covid-19 pandemic the Portfolio also runs a Covid-19 Infection Respite Facility ('Sumner House') until mid-2021. The General Manager will maintain a direct line of sight to these programs and drive key service reviews to obtain positive client outcomes in line with Our Strategy 2020-24.

The Covid-19 crisis has demonstrated that our own health is intimately connected to the health of the person next to us and that everyone needs shelter. Many in the community have or are experiencing some form of economic or housing insecurity and the latest research confirms that attitudes to homelessness have softened.

A window of opportunity exists to help deliver our strategy ambition for Launch Housing 'to be the change we want to see' and to become a high-impact organisation that is clear on purpose; that measures and communicates impact; cultivates a strong and vibrant culture; plans intentionally and dares to think and act outside the box.

Reporting to the CEO and as a member of the senior leadership team with a strong internal and external presence, this role must lead staff in a safe and effective way to deliver high-quality services to people with complex needs and build effective relationships with key stakeholders to achieve this 'moment in time' success.

## **Direct Reports**

The role has the following current Manager reports:

- Group Manager for 'Entry Points' and 'Assertive Outreach',
- Group Manager for Crisis Accommodation
- Manager, Sumner House, and
- Functional Zero Manager (project roles)

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### Responsibilities and Accountabilities

The General Manager Getting Housing will:

1. Role model behaviour that exhibits Launch Housing's service philosophy and values in action.
2. Key Operational Accountabilities include;
  - Oversee key assertive outreach programs for people sleeping rough.
  - Oversee public counter walk up entry points, prioritisation and client vulnerability assessment services.
  - Oversee emergency accommodation options and 24-hours crisis accommodation.
  - Lead our Melbourne Zero public campaign (to make Melbourne a world leading city in ending homelessness) and 'hands on' collective impact initiative based on the Functional Zero methodology.
3. Lead processes so that strategy attainment replaces Business as Usual as the marker of success.
4. Develop and maintain key relationships with government department stakeholders and other external partners (the service sector, philanthropy and corporates) to help deliver key activities.

### Attributes and Experience

The ideal person candidate will:

1. Have experience working in a client facing human services role.
2. Have credible human rights and sustainability experiences that example integrity when facing the need for entrepreneurialism and the need to balance other relevant financial and service disciplines.
3. Work seamlessly with and within bureaucracy, possessing senior level stakeholder experience with one or more of the communities, government and investor relations sectors.
4. Understand how funding and the commissioning of services are undertaken by government and responded to by partners like Launch Housing.
5. Be striving for what's best with considerable people leadership skills. Focused on client and community outcomes, innovative and able to hold others and self to account.
6. Be a collaborator with purpose. Utilizing influencing skills, enterprise and systems thinking to generate and create shared value.
7. Have cross sector experience across sustainability, human services, health sciences or business.

### Role Challenges & Opportunities

The role is a key leadership role and the following are some key challenges and opportunities:

1. Quantity versus quality: optimising service delivery for individuals within a fixed funding envelope, whilst also contributing to systems change necessary to end homelessness.
2. Harnessing a social justice culture to value efficiency and to be safe and effective in the face of trauma.
3. Being able to make difficult rationing decisions and to operationalize them in sustainable ways.
4. Team effectively with executive peers to prioritise whole of Launch Housing ways of working.

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## **Other important information**

All applicants must have the right to work in Australia and will be required to complete a Working with Children Check and Police check.

Launch Housing is an Equal Opportunity Employer and supports accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, gender diverse, intersex or queer.

We acknowledge Lived Experience as unique expertise and encourage people with a Lived Experience of Homelessness to apply.