



Position Description

Lead Tenant

**Wesley Dalmar – Supported Independent Living Program
(Penrith)
March, 2025**

Agreement

Signed–Manager

Signed–Employee

Date

Date

Do all the good you can
because every life matters



Lead Tenant

Wesley Dalmar – Supported Independent Living Program

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servanthood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Dalmar

Wesley Dalmar is an Out of Home care service accredited by the Office of Children's Guardian (OCG) and regulated by the OCG standards. Permanency is a key driver in our work, as we seek to ensure that all children we care for are in the best placement to meet their needs and optimise their potential. Our work is underpinned by the legislated hierarchy of the Permanency Placement Principals.

3 Overview of role

The Lead Tenant will live with young people who are part of the Supported Independent Living program. Aged 17-19yrs and exiting from the Out of Home Care system. The Lead Tenant acts as a live in role model providing ongoing support to ensure a smooth transition to independent adult living. The position is a live in role ensuring the overall smooth running of the house and being an active mentor for the young people.

The lead tenant will live on the premises and be required to be available to the young people for their contracted hours of work.

4 Relationships

Reports to: SIL Team Leader

5 Major role responsibilities

5.1 Our clients

- Provide support and supervision to young people in both the Supported Independent Living program with Wesley Mission
 - i. Act as a mentor and role model for young people residing at the property

- ii. Create a warm and welcoming environment for new residence
- iii. Coordinate regular house meetings/dinner with young people
- iv. Where required liaise with Case managers regarding the needs of the young people
- v. Provide Team Leader with regular written reports on each young person and housing issues
- vi. Support the young people to maintain the property to a reasonable standard of cleanliness
- vii. Be young person centred and build capacity for change with a strength-based approach
- viii. Recognise the impact of trauma and support young people in a trauma informed way
- ix. Be flexible and respectful of young people's changing needs
- x. Act as a mentor and guide to the young people regarding requesting property maintenance and repairs as required
- xi. Ensure young people are in compliance with Wesley Mission tenancy agreements

5.1.1 Performance Measures

- achieve 90% client satisfaction
- number of house meetings held
- Regular written reports
- participation in required meetings

5.2 Our people (our team)

- Property matters
 - i. Liaise with Wesley Community Housing and Team Leader to ensure any maintenance and repairs required to the property are completed
 - ii. Notify the Team Leader of any concerns regarding the property and clients
- Complete Wesley Mission induction and orientation program and mandatory training
- Attend and participate in regular supervision, support meetings and team meetings as required
- Attend and participate in annual Employee Contribution & Development process
- continue tracking achievement of goals, documenting your progress on the Employee Contribution & Development template
- Work collaboratively with other team members
- Be a part of creating a team culture of support and respect
- Promote and ensure adherence to Wesley Mission brand
- Commit to a continuing process of personal self-development, training and skills acquisition
- Ensure all policies and procedures are understood and adhered to, seeking clarity with supervisor as required
- promote and ensure adherence to Wesley Mission brand
- ensure all Human Resource (HR) policies and procedures are understood and adhered to
- Attend and participate in annual Employee Contribution & Development process
- on a quarterly basis, document your progress using the Employee Contribution & Development template and meet with your manager to discuss

- ensure your position description is up-to-date and identify career training and development and career growth opportunities for yourself
- regularly report to your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase job satisfaction
- attend all scheduled meetings.

5.2.1 Performance Measures

- Regular contact with young people
- Weekly notes on young people's progress
- Successfully achieved induction and orientation and mandatory training
- Participation in monthly supervision
- Attendance record to scheduled meetings
- Other written reports as required
- Contribution to team

5.3 Our operations

- Ensure the reputation and integrity of Wesley Mission is maintained at all time
- Advocate and communicate the Wesley Mission brand and key messaging strategy to stakeholders, to build effective relationship and ensuring brand compliance and use of correct templates
- Contribute to reviewing internal systems including policies and procedures to ensure more efficient and effective methods of delivery and to ensure continual improvement
- Contribute to evaluation and quality improvement of programs
- As an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons you come into contact with, during employment. Perform WHS tasks as directed by supervisor
- Embrace new developments and technological innovations including CRM and Carelink+, relevant to Wesley Mission's work
- Maintain industry specific standards and ISO9000 standards as per Wesley Mission's quality assurance policies

5.3.1 Performance Measures

- regular reporting requirements are met
- achieved working knowledge of:
 - Wesley Mission employee handbook
 - relevant policy and procedures

5.4 Our financials

- Wesley resources are maintained and serviced as required
- Commitment to retaining current funding through working within funding guidelines and providing a best practice service
- Notify Wesley Property and Youth manager of any damage to property

5.4.1 Performance Measures

- Wesley resources are well maintained including centres, vehicles and other equipment
- Evidence of proactive program planning and reduced over/underspend

6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Dalmar Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as an employee, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem-solving skills
- confident professional with strong initiative
- displays emotional maturity and resilience.

Essential skills/knowledge

- inspired to partner with young people to create positive opportunities for their future
- ability to think creatively about supporting young people's needs
- excellent communication skills
- ability to engage with a young person's social and recreational skills
- ability to exhibit positive role modelling

- demonstrated ability to establish positive and meaningful relationships
- able to work independently and as part of a team.
- understanding of trauma informed care
- Willingness to be placed on the Residential Workers Register; Undertake Criminal record check; WWCC

Desirable skills/knowledge

- experience with the Out of Home Care system
- Current NSW Drivers Licence