

Position Description

House Manager - ITM (Immediate Care Model)

Child and Family - OOHC, Sydney North and East
July 2026

Agreement

Signed–Manager

Signed–Employee

Date

Date

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 conceive, develop and 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: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Child and Family - OOHC

The purpose of Child and Family - OOHC is to provide safe, stable, child-centred care and support for children and young people who are unable to live safely with their families, while working toward permanency outcomes that promote safety, wellbeing, connection, identity and belonging.

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It achieves its purpose by delivering trauma-informed, culturally responsive and relationship-based services in partnership with children, young people, families, carers, communities, the Department of Communities and Justice, and other service partners. The portfolio supports children and young people through quality care arrangements, casework, carer support, family connection, restoration, guardianship, adoption and other permanency pathways where appropriate.

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Services include statutory out-of-home care, foster care, residential care, adoption services, specialised substitute residential care, interim care arrangements, carer recruitment and support, case management, family contact and connection support, and aftercare or transition support for young people leaving care.

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Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to provide day-to-day leadership, operational oversight and practice support for an Interim Care Model home, ensuring children and young people receive safe, stable, trauma-informed and culturally responsive care. The role is responsible for leading the care team, maintaining a child-safe environment, supporting quality care planning and routines, and ensuring service delivery complies with legislative, contractual, organisational and safeguarding requirements.

Outline and objectives of the ITM Programme:

The ITM Provides immediate time-limited placements (up to 13 weeks) where all other suitable options have been exhausted. Where children and young people experience a home-like environment and are cared for by a small capable and nurturing care team.

Placements are generally 1:1, can be any age and have low, medium or high needs

The Programme supports a step down approach for children and young people in enter a permanent less intrusive placement option.

4. Relationships

Reports to:	Operations Manager, Residential Care
Direct reports:	Youth Workers and Direct Care workers
Key relationships:	Other ITM, TCH ICM Managers, Case Managers, DCJ, families, Health education and therapeutic service providers, Clinical and cultural specialists. WHS rostering and payroll teams
Leadership Framework Level:	Level 4
Industrial instrument:	Award - SCHADS Level 6

5. Major role responsibilities

- Provide day-to-day leadership and operational oversight of the Immediate Care Model home, ensuring the home operates safely, consistently and in line with service expectations.
- Lead, supervise and support Youth Workers and Direct Care Workers to deliver trauma-informed, child-centred and culturally responsive care.

- Maintain a child-safe environment by embedding safeguarding practices, responding to risks and ensuring children and young people are protected from harm.
- Support the implementation of individual care plans, behaviour support strategies, routines and placement goals that promote safety, stability, wellbeing and connection.
- Coordinate daily household operations, including rosters, routines, resources, maintenance, transport, appointments and communication across the care team.
- Work collaboratively with Case Managers, DCJ, families, health, education, therapeutic and cultural support services to support coordinated care and positive outcomes.
- Ensure accurate and timely documentation, reporting, incident management and information sharing in accordance with organisational, legislative and contractual requirements.
- Monitor practice quality, service risks and compliance requirements, escalating concerns and implementing agreed actions as required.
- Promote cultural safety, identity, family connection and community participation for children and young people, including Aboriginal and Torres Strait Islander children and young people.
- Responsibility is for up to four ITM houses, where the ITM House Manager will work four full day shifts either in one house or across the four houses.
- Contribute to continuous improvement by identifying practice gaps, supporting reflective practice and participating in reviews, audits, meetings and service development activities.

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6. Professional responsibilities

- Focus the work at the level of the role (Leadership Level 4 of the organisation's Leadership Framework). This includes supporting and working in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed for leaders as described in the organisation's Leadership Framework Level 4.
- Prioritise safety throughout your service/s by familiarising yourself with and applying your responsibilities under the Work Health & Safety Management Framework Manual and related safety policies and procedures and site/service procedures. Ensure throughout your service/s that effective safety consultation is occurring via WHS Committees, Health & Safety Representatives and/or formalised Other Agreed Arrangements. Also ensure throughout your service/s that hazards and incidents are reported including near misses, and that they are investigated and resolved in a timely manner. Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.

- Always act in good faith in the organisation's best interests, exercise due care and skill in your work, follow lawful directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor and worship services as encouraged by your supervisor.
- Participate on at least a six-monthly basis in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Take personal responsibility for your personal career development and training.
- Actively Participate in monthly supervision with the Operations Manager - Residential

The Manager is to be available "on call" for advice or assistance for Wesley Dalmar's out of hours service;

To operate the programme within a defined budget and be a good steward for Wesley Mission's funds.

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7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

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

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and Leadership Behaviours and Capabilities for Leadership Level 4 of the organisation's Leadership Framework, and:
 - Role model the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Work 'at level' (Leadership Level 4), providing strategic leadership, guidance and support or your portfolio and team not reaching into the work of the team unless necessary.
 - Demonstrate personal accountability and ensure the accountability of your team, including conduct, compliance, performance and effective service provision.
 - Ensure a safe, supported and highly engaged work environment by applying the organisation's engagement and safety frameworks, tools and practices for leaders.

Essential skills/knowledge

At least 2 years' experience working in OOHC or with children and/or young people with high needs/Trauma

Demonstrated Supervisory experience

Ability to develop professional partnerships.

Proven organisational skills and ability to multitask and prioritise workloads.

Proven ability to meet deadlines and work within budget.

Strong organisational skills in processes and procedures.

Ability to work as part of a team and a demonstrated ability to work independently.

Demonstrated high level communication (written and oral), negotiation and advocacy skills.

Sound record keeping, data collection and management, statistical analysis, report writing and computer skills including an ability to concisely and accurately record all key interactions.

Current NSW Driver's Licence and a willingness to travel as required.

Willingness to affirm Wesley Missions vision, mission and values.

First Aid certificate

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Desirable skills/knowledge

- Experience in a not for profit or community service organisation.

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Training and qualifications

- A Diploma or Degree from a recognised tertiary institution in a relevant discipline.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.