



MHACA

Mental Health Association of Central Australia

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POSITION: Housing and Homelessness Manager

SALARY LEVEL: \$111,203.75 - \$116,133.27 (MHACA EBA/SCHADS Level 6) + 11.5% super

POSITION HOURS: 38 hrs a week. Full time and ongoing.

TEAM: Housing and Homelessness

REPORTING TO: Senior Services Manager

LOCATION: Alice Springs, onsite at MHACA

POSITION REVIEWED: August 2025

ABOUT MHACA

We are a leading Northern Territory community-managed organisation offering psychosocial support services, NDIS services, suicide prevention training and health promotion initiatives aimed at enhancing the mental health and wellbeing of people living in Central Australia. We specialise in psychosocial recovery and mental health promotion with a strong community presence and reputation.

OUR VALUES

BELONGING: Connection - Relationships - Community - Collaboration

HOPE: Optimistic - Courage - Goals - Change

RESPECT: Listen - Kindness - Fairness - Inclusive

HONESTY: Trust - Integrity - Transparent - Accountable

ABOUT THE ROLE

ROLE DESCRIPTION	<p>The Housing and Homelessness Manager has responsibility for delivering MHACA's housing and homelessness programs. This includes:</p> <ul style="list-style-type: none">• Tenancy Sustainability Program (TSP) – This program supports individuals living with mental health challenges to find housing or help sustain their tenancies through tenancy support, advocacy, case management, financial planning and referrals to other services. Assessments are completed, and a tailored plan is developed to help participants meet their identified goals.• Housing and Psychosocial Support Program (HAPS) – This program is a collaborative support program that enables people living with chronic mental health conditions to remain living as independently as possible in the community. MHACA works in partnership with other organisations to support participants and convenes a Reference Group for the program.
TEAM DESCRIPTION	<ul style="list-style-type: none">• MHACA's Housing and Homelessness Team advocates for safe, secure, and affordable housing, and facilitates a range of supports for people living with mental health challenges to secure housing or maintain their tenancies.

Mental Health Matters

	<ul style="list-style-type: none"> • The team aims to facilitate a stable housing environment that fosters the participant's mental health recovery. • The team deliver two programs, the Tenancy Sustainability Program and Housing and Psychosocial Support program and works with a range of local stakeholders to support participant needs.
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RESPONSIBILITIES

ROLE RESPONSIBILITIES	<ul style="list-style-type: none"> • Implement program changes in line with the new NT Homelessness Strategy 2025-2030. • Provide strong leadership to create and support a motivated and skilled team to embrace change and improve program outcomes. • Advocate for the needs of people living with mental health challenges and attend relevant meetings with Government and non-Government Services, and other housing providers and stakeholders as needed. • Provide guidance for staff with participants with higher needs and manage a small caseload if required to ensure the best outcomes. • Manage program HR processes including recruitment, inductions, staff supervisions and performance. • Ensure staff follow MHACA's policies and procedures including work health and safety requirements and maintain documentation to a high standard. • Manage program reporting requirements including documentation in the SHIP portal, Validata entry and program acquittals.
GENERAL RESPONSIBILITIES	<ul style="list-style-type: none"> • Work in accordance with MHACA's strategic direction and uphold our values. • Work directly with and advocate for the interests of MHACA participants, some who have complex histories and behaviours. • Undertake professional development in line with MHACA's Learning and Development Framework. • Represent and promote MHACA in the wider community. • Any other duties which may reasonably be expected in relation to the role.
WORK, HEALTH & SAFETY QUALITY ASSURANCE	<ul style="list-style-type: none"> • Be a member of MHACA's Quality Committee and Work Health Safety Committee. • Work in accordance with the WHS Act, National Standards, Regulations, MHACA Frameworks of Practices, MHACA Policies and Procedures. • Actively participate in the organisation's quality, safety and risk management systems. • Identify and report hazards and risks and engage in organisational WHS activities. • Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace. • This role is based in an office environment and requires sitting and standing for extended periods of time. Some manual handling of items under 10kg may be required.

VALUES & BEHAVIOURS	<ul style="list-style-type: none"> Conduct all work in line with MHACA values which are: BELONGING: Connection - Relationships - Community - Collaboration HOPE: Optimistic - Courage - Goals - Change RESPECT: Listen - Kindness - Fairness - Inclusive HONESTY: Trust - Integrity - Transparent – Accountable Adhere to and apply strict confidentiality practices and guidelines to all participants, staff and organisational sensitive information.
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SELECTION CRITERIA (QUALIFICATIONS & ATTRIBUTES)

ESSENTIAL	<ul style="list-style-type: none"> Qualifications in mental health, social/community services and/or commensurate work experience in similar areas. Demonstrated leadership skills and experience in managing and supporting teams. A demonstrated understanding of the impacts of homelessness or the stresses incurred for people having difficulty sustaining their tenancy. Strong advocacy and stakeholder management skills. Excellent communication, time management and organisational skills. Ability to work within a team environment and independently. Experience in working in a cross-cultural setting or a demonstrated understanding of the principles of cultural safety and cultural competence. Proficient in using Microsoft Office (Outlook, Microsoft word, Excel etc.) and ability to use program and reporting platforms (eg. SHIP, Validata) Hold a Current NT Driver's License.
DESIRABLE	<ul style="list-style-type: none"> An understanding of the various public and private housing options and related services in Central Australia. Understanding of issues that impact First Nations people. An awareness of the key issues faced by people living with mental health challenges.

EMPLOYMENT BENEFITS

- Competitive, above award wage salary + super
- Generous salary packaging
- 6 weeks' annual leave and leave loading
- 11 days of personal leave
- Annual Wellbeing Allowance of \$400

APPOINTMENT CONDITIONS

- Employment with MHACA is conditional on providing or being able to obtain prior to commencement of employment; a current NT Driver’s License, a Satisfactory Criminal History Check, a NDIS Worker Clearance and Ochre Card if required.

Position Description Authorised



Chief Executive Officer
(August 2025)

TO APPLY

Please send a copy of your resume with a cover letter addressing the selection criteria to hr@mhaca.org.au

ACKNOWLEDGEMENT		
I have received a copy of the Position Description and have read and understand its contents:		
----- Employee Name (please print)	----- Employee Signature	----- Date
----- Supervisor Name (please print)	----- Supervisor Signature	----- Date