

Illawarra Aboriginal Corporation



Information Pack – Manager Housing

This application package includes information about the Illawarra Aboriginal Corporation, the relevant program and the employment position. Please ensure that you read the position description and the selection criteria.

Required Documents:

Applications **must** include the following, without these documents your application will not be considered

- A **cover letter**
- Detailed response to the **Selection Criteria** outlining how you are able to demonstrate you meet the criteria for the position. This can form part of the cover letter.
- An up to date **resume/CV** including a list of referees (preferably including one from your most recent employer)
- A copy of your **Confirmation of Aboriginality** (if listed an essential criteria)

Closing Date: 10am Monday 25th February 2019

Applications sent via email to IAC employees or to other addresses will not be considered

By email (preferred) jobs@iac.org.au	By Post Illawarra Aboriginal Corporation Attn: Human Resources PO Box 5457 Wollongong NSW 2520	By Hand: Illawarra Aboriginal Corporation 102 Auburn Street Wollongong NSW 2500
--	---	---

Position Details

Term	Full Time
Location	Wollongong
Award	Social Community, Home Care & Disability Services Award Level 8
Pay	From \$45.56 per hour plus superannuation depending on skills and experience
<i>This position is an Aboriginal Identified position authorised under S14 of the NSW Anti Discrimination Act 1977</i>	

Selection Criteria:

A response detailing how you meet the below selection criteria **must** be included with your application

1. Tertiary Qualifications in Social Housing, Community Services or a related field. Qualifications in Business or Management will also be highly regarded
2. Demonstrate significant proven experience in a similar senior position in Social Housing, Aboriginal Community Services or related field
3. Detail your experience managing and driving the growth and development of a program including managing compliance with regulatory authorities
4. Demonstrate current working knowledge of relevant legislation including but not limited to Aboriginal Housing Act 1998 (NSW), Housing Act 2001 (NSW) and Residential Tenancies Act and Regulations
5. Demonstrate knowledge of current and emerging trends in Social and Affordable housing
6. Provide details of proven ability to work and engage with the local Aboriginal Community as well as other community groups, services, agencies and government departments
7. Demonstrate skills and experience leading and developing a high performing team
8. Detail your understanding the responsibilities and requirements of working within a Community organisation
9. Provide details of strong communication, networking, facilitation and conflict resolution skills

Position Overview

The Illawarra Aboriginal Corporation (IAC) was formed in 1980 for the purpose of achieving excellence in providing advocacy and culturally appropriate services to meet the social, cultural and economic needs of Aboriginal and Torres Strait Islander people in the Illawarra Region.

The Illawarra Aboriginal Corporation (IAC) Housing program assists Aboriginal people in the Illawarra and surrounding regions, directly reducing the impact of homelessness by providing affordable housing that meets community needs. The IAC works on the same path as other Social housing providers but with direct cultural connection as an Aboriginal community housing provider. We aim to strengthen our relationships with key stakeholders including our clients, the local community, Housing NSW, Aboriginal Housing Office and other social housing providers while providing fair, transparent and culturally appropriate housing services for the local Aboriginal community.

We provide support services to our clients by linking them with our other programs including Going Home Staying Home (GSH). The GSH program works closely with relevant services to identify people at risk of homelessness across the Illawarra and Shoalhaven region and provides these Clients with emotional and practical support to help those at risk of homelessness to stay housed.

Position Purpose

The Housing Manager is responsible for the management and coordination of the Housing and GSH programs provided by IAC. The Housing Manager provides leadership to the Housing & GSH Teams ensuring that the services provided are of a consistent high quality specific to the individual needs of each client and meet the goals of the related program.

The Housing Manager is responsible for providing effective housing, tenancy and property management solutions and services to our tenants and making recommendations for policy and procedure in order for the program to maintain accreditation as a Community Housing provider. The Manager is responsible for capacity building the Housing Portfolio and team to meet the growing needs of the community.

Key Accountabilities & Responsibilities

- Work with program partners and IAC management to establish the program models based on regulatory, contract and service practice requirements.
- Ensure Housing and GSH programs meet the defined objectives, service responses and performance measures and are accessible to the local community
- Seek and analyse stakeholder feedback and provide recommendations for improvements
- Establish regular meetings with National Registrar of Community Housing, Aboriginal Housing Office, Office of Community Housing and other support agencies in relation to property and housing related needs in the community
- Liaise with the National Registrar of Community Housing to maintain registration as a Community Housing provider
- Make recommendations to deliver a Capacity Building program to enhance IAC's property management capability and capacity
- Manage allocation of applicants and tenants fairly and minimise vacancy rates
- Develop and implement an Asset Management Plan covering property inspections, general maintenance, cyclical renovation, upgrades and urgent emergency repairs
- Seek out additional funding streams. Apply for funding and grants to assist with the delivery and development of the program
- Liaise with other IAC departments to ensure that all appropriate services are utilised for Clients
- Keep the CEO and Board up to date with the program progress and report as soon as possible any identified conflicts of interest, risks or contentious issues that may impact upon Clients or the IAC
- Review and amend existing IAC Policies to ensure compliance with regulatory authority requirements
- Develop and implement a communication strategy for clients, tenants, waiting list applicants and relevant organisations

- Develop and implement standardised forms and processes (eg Entry forms, Referral forms, Tenant Kits, Waiting Lists, Rent Reviews, Complaints and Maintenance Requests) ensuring compliance with policies, procedures and regulatory requirements
- Participate in local, regional and state-wide forums to support the ongoing development of the program
- Develop marketing and promotion strategy and supporting collateral to raise awareness, capacity build and develop the program
- Assess the service response to needs of clients (early intervention, rapid rehousing, crisis & transition or intensive). Ensure that an appropriate service entry and exit policy is developed
- Work with staff to develop and document a client focused and outcome based case plan that meets the identified service response needs of the client and their family with attainable and measurable goals. Strive to deliver “best in industry service” practise
- Lead and develop a high performing highly motivated team to ensure services can be provided to clients in a way that maximise client outcomes and meet organisational, portfolio, service, funding and external compliance objectives
- Support team to understand the vision, values and direction of the Housing & GSH and the IAC and translate them so the team understands how they relate to their everyday practice
- Work with team members to help them understand and achieve performance expectations. Build team capability, provide regular recognition, develop and utilise talent within the team to achieve improved client outcomes and increase employee engagement
- Coordinate regular communication channels including team meetings, meetings with direct reports, case reviews and other discussions with team members
- Identify learning needs within the team. Work with the HR Manager to identify appropriate learning opportunities both within the organisation and externally. Develop and facilitate learning opportunities when required
- Work with staff, clients and other stakeholders to find appropriate resolution to issues and concerns
- Develop and implement processes to ensure all files and data entry are up to date and accurate at all times
- Ensure all internal and external reporting requirements are met. Prepare monthly reports for CEO about program activities and outcomes
- Develop and implement review process for policies and procedures to ensure consistent compliance to regulatory requirements
- Participate in IAC Management meetings. Prepare briefings to ensure broader IAC staff are informed about the programs activities, strategies and successes
- Work collaboratively across the organisation and with the community. Develop and maintain effective relationships and networks with relevant stakeholders including community partners, referral agencies, and relevant community groups
- Ensure compliance at all times with mandatory reporting requirements. Report all issues, disclosures or concerns immediately
- Participate in local, regional and state-wide forums to support the ongoing development of the program
- Keep the CEO up to date with the program progress and report as soon as possible any identified conflicts of interest, risks or contentious issues that may impact upon Clients or the IAC
- Positive promotion of IAC at all times especially when in public forums, liaising with clients or other outside personnel
- Comply with all IAC policies and procedures and statutory obligations as amended from time to time
- Ensure all employees understand and adhere to all IAC policies and procedures and statutory obligations as amended from time to time
- Oversee workplace activities ensuring that the workplace is safe and healthy for all employees. Ensure that all employees adhere to IAC policy and procedure and carry out work according to safe working practices in order to eliminate or mitigate the risk of “near miss” or injury incidents
- Comply with all workplace health and safety and equal employment opportunity initiatives to contribute to a safe, healthy, equitable and ethical workplace
- Carry out other duties as may be directed by management that are within your competency or training
- Work in accordance with lawful and reasonable management directions.

Relationships

Internal	
CEO IAC Managers	Provide regular updates on program and priorities and receive guidance on related issues Provide advice and contribute to decision making Identify emerging issues/risks and their implications and propose solutions
Direct Reports	Guide and manage performance and development
Internal Stakeholders	Provide expert advice on program related issues Report and provide updates on program progress Consult and collaborate to resolve program related issues
External	
Stakeholders	Provide advice on program related matters Report and provide updates on program progress Engage and consult in the resolution of problems Developing and seeking funding streams
Vendors/Service Providers and Consultants	Manage contracts and monitor provision of service to ensure compliance with contract and service arrangements Consult, provide and obtain information, negotiate required outcomes and timeframes in consultation with the CEO Resolve and provide solutions to issues

Key Performance Indicators

- Ensure programs are delivered to required service levels, milestones, budgets and deadlines as determined and agreed with the CEO, Funding and Regulatory Authorities
- Completion of Capacity Building actions in as determined and agreed with the CEO and Regulatory Authorities
- Ensure all property and tenant files and reports are up to date and accurate at all times.
- Ensure program documentation and reporting is delivered in accordance with required timeframes and meets and exceeds the required standards
- Maintain registration for IAC to be a registered Community Housing Provider
- Review existing and develop new policies and procedures to ensure compliance with regulatory requirements
- Housing & GHSH team is engaged, high performing and feels supported in their workplace. Team demonstrates their understanding of the program and IAC’s vision and goals through their service delivery
- Voluntary turnover is minimal
- Regular meetings with direct reports and entire team occur. Staff appraisals completed on time and any training requirements for staff are identified and solutions implemented
- Services are well coordinated, with clear processes and expectations in place.
- All reporting is completed within the required timeframes
- Demonstrate frequent referral to and utilisation of other IAC services for Clients
- Obtain consistently positive feedback from peers, managers, carers, CYPs and external stakeholders

Qualifications & Skills

Essential

- Significant proven experience in a similar senior position in Social Housing, Aboriginal community Services or related field
- Tertiary Qualifications in Social Housing, Community Services or a related field. Qualifications in Business or Management will also be highly regarded
- Experience managing and driving the growth and development of a program including obtaining and maintaining registration/accreditation with relevant authorities

Information Pack –Manager Housing February 2019

- Current working knowledge of relevant legislation (Aboriginal Housing Act 1998, Aboriginal Land Rights Act 1983, Housing Act 2001 (NSW), Housing Regulation 2009,
- Knowledge of current and emerging trends in Social and Affordable housing
- Proven ability to work and engage with the local Aboriginal Community as well as Government and non-government agencies, organisations and community groups
- Demonstrated mentoring skills and experience leading a high performing team
- Understanding the responsibilities and requirements of working within a Community organisation
- Excellent communicator, with strong networking, facilitation and conflict resolution skills
- High level of drive and initiative with a focus on outcomes and quality improvement
- Strong computer skills including database entry, word processing and Microsoft Office suite of programs
- Thorough understanding of Work Health & Safety obligations.

Desired

- Tertiary Qualifications in Business, Management or related area
- Working knowledge of the Corporations (Aboriginal & Torres Strait Islander) Act 2006 (CATSI)

Mandatory

- Confirmation of Aboriginality
- Current NSW Driver's Licence
- Current Working with Children Check
- Current National Police Check

This position is an Aboriginal Identified position authorised under S14 of the NSW Anti Discrimination Act 1977