

Illawarra Aboriginal Corporation



Employment Application Pack – General Manager Myimbarr & Housing

Position:

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**
- An up to date **resume/CV** including a list of referees (preferably including one from your most recent employer)
- 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 your covering letter
- A copy of your **Confirmation of Aboriginality**

Closing Date: 10am Monday 4th June 2018

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

By email (preferred) jobs@iac.org.au	By Post Illawarra Aboriginal Corporation Attn: HR Manager PO Box 5457 Wollongong NSW 2520	By Hand Illawarra Aboriginal Corporation 22 Kenny Street Wollongong NSW 2500
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Position Details:

Term	Full Time Fixed Term until 30 June 2019
Hours	38 hours per week
Location	Wollongong
Award	Social, Community, Home Care and Disability Services Award
Pay	Package will be dependent upon skills and experience of successful candidate.
Designated Position	<i>This position is an Aboriginal Identified position authorised under S14 of the NSW Anti-Discrimination Act 1977</i>

Selection Criteria: A detailed response to the below selection criteria **must** be included with your application

1. Provide details of your Tertiary Qualifications in Social work, Psychology, Social Housing, Community Services or related field.
2. Detail your experience capacity building programs including obtaining and maintaining registration/accreditation with relevant authorities.
3. Demonstrate significant experience in a senior management position delivering exceptional operations in Out of Home Care, Community Housing or related community services.
4. Provide details of your mentoring skills and experience leading and developing a high performing team
5. Demonstrate your ability to build and maintain partnerships with multiple stakeholders including community groups, agencies and government departments as well as engaging with the local Aboriginal Community
6. Demonstrate your working knowledge of Child Protection, Housing and Aboriginal Housing Legislation and current changes in these sectors
7. Provide details of your proven experience working to strict compliance and accreditation standards
8. Provide details of your in depth understanding of trauma informed practise
9. Show your understanding of ethical practices and demonstrated commitment to continual quality improvement
10. Demonstrate your ability to manage complex issues and perform under pressure

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.

Myimbarr is the IAC Permanency Support Out of Home Foster Care program. We aim to keep Aboriginal children and young people in safe environments and to promote their education and emotional wellbeing whilst remaining connected with their family and community.

The Illawarra Aboriginal Corporation (IAC) Housing program is a key part of housing Aboriginal people in the Illawarra and surrounding regions, directly reducing the impact of homelessness by providing affordable housing that meets the client's 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.

Other programs offered to Clients through Myimbarr and Housing include Going Home Staying Home (GSH) and Koori Strong. The GSH program works closely with relevant services to identify people at risk of homelessness across the Illawarra and Shoalhaven region and provides emotional and practical support to assist those at risk of homelessness to stay housed. The Koori Strong project is aimed at breaking the cycle of local Aboriginal youth aged 16-24, who enter the judicial system (with or without drug and alcohol abuse issues). It targets those who are seeking stability but find it difficult to gain employment and housing due to their criminal or drug dependency history.

Position Purpose

Reporting to the CEO, the General Manager Myimbarr and Housing holds the overall responsibility for providing leadership, direction, planning and operation of the Myimbarr and Housing Programs. The General Manager Myimbarr & Housing is responsible for ensuring the delivery of high quality, culturally appropriate services aligned to the needs of the individual clients, and standards set by the organisation and regulatory agencies.

Key Accountabilities & Responsibilities

Program Management & Development

- Lead and develop a high performing highly motivated Myimbarr & Housing team ensuring the services provided to clients are child and family centric, maximise client outcomes and meet organisational and external compliance objectives
- Ensure programs meets the defined objectives, service responses and performance measures
- Evaluate the quality of service delivery, client plans, and client outcomes against service, funding and compliance objectives on a regular basis. Identify gaps in delivery and implement strategies to build capability and/or improve service design. Engage with the CEO should significant gaps be identified
- Develop the Myimbarr & Housing programs in order to facilitate growth, both in capacity and service offerings to encompass relevant wrap around services as required.
- Ensure programs offered are accessible to those who need assistance including individuals, families and the local community
- Establish, operate and record regular meetings with FACs, OCG, National Registrar of Community Housing, AHO, OCH, UOW, Youth Services, Corrective Services and other agencies and organisations in regard to Housing, OOHC and other services suitable for the needs of our Clients and the ongoing operations of Myimbarr and Housing
- Liaise with the National Registrar of Community Housing to obtain and maintain registration as a Community Housing provider. Liaise with the OCG & FACs to ensure registration as an OOHC provider is maintained
- Develop and implement an Asset Management Plan for Housing property under the IAC Management covering general maintenance, cyclical renovation and upgrades and urgent emergency repairs

- Preferred supplier agreements are established with qualified, skilled, licenced and reputable local organisations to provide maintenance and repair services to Housing properties and the IAC minimising interruption for tenants and vacant days
- Develop and implement review process for policies and procedures to ensure consistent compliance to regulatory requirements of FACs, OCG, AHO and other governing authority’s requirements
- Strive to deliver “best in industry service” practise and expand delivery to encompass a broad range of fee for service offerings to other providers
- 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
- Participate in local, regional and state-wide forums to support the ongoing development of the program

Team Management

- Support the team to understand the vision, values and direction of Myimbarr, Housing 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

General

- 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
- Participate in IAC Management meetings. Prepare briefings to ensure broader IAC staff are informed about the programs activities, strategies and successes
- Ensure compliance at all times with mandatory reporting requirements. Report all issues, disclosures or concerns immediately
- 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 program status and issues and to receive guidance on strategic issues Provide information, advice and contribute to decision making Identify emerging issues/risks and their implications and propose solutions

Direct Reports	Meet regularly to remain abreast of complex cases. Provide guidance and leadership in best practise and problem resolution. 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 Work with HR, Finance and other programs within the IAC as required
External	
Service Providers, Agencies, Community Services & other Stakeholders	Provide information as required on case related matters Report and provide updates on case progress in accordance with procedures and legislative requirements Engage and consult in the resolution of case issues Consult and collaborate to expand service offering and capacity of programs

Key Performance Indicators

- Ensure services are delivered within designated budgets and funding arrangements.
- Outcomes for tenants, CYP’s and their families are maximised through a collaborative approach of case practice experience and services offerings (internal and external)
- Complex issues are closely managed resulting in minimal crisis interventions
- Myimbarr & Housing programs meet and exceeds all standards required by FACs, OCG, AHO and other regulatory agencies
- Capacity of Myimbarr and Housing is expanded and the service offerings enhanced to encompass wrap around services as required
- All program documentation and reporting including but not limited to Property files, Tenant files, Case Files, Case Plans, Cultural Awareness Plans, Behavioural Management, Leaving Care Plans etc. and related documents are accurate, up to date, reviewed and delivered in advance of deadlines, prepared involving input of all relevant case related parties and meet or exceed the required standards
- Apply for and maintain registration for IAC to be a registered Community Housing Provider
- Complete the development of new and review of existing policies and procedures to meet regulatory requirements within the required timeframes
- Services are well coordinated, with clear processes and expectations in place
- Myimbarr & Housing team is engaged, high performing and feels supported in their workplace. Team demonstrates their understanding of Myimbarr, Housing and IAC’s vision and goals through their service delivery
- Voluntary turnover is minimal
- Staff appraisals and any training requirements for staff are identified and completed on time
- Regular meetings with direct reports and entire team occur
- Obtain consistently positive feedback from peers, managers, tenants, carers, CYPs and external stakeholders
- Report all cases of reportable conduct or suspected risk of harm to CYPs to Community Services and/or other authorities as required by current legislation
- Report all cases of suspected physical, emotional, sexual and other abuse to CYPs to Community Services or other authorities as required by current legislation.
- Demonstrate referral to and utilisation of other IAC services for Clients

Qualifications & Skills

Essential

- Tertiary Qualifications in Social Work, Psychology, Community Services, Social Housing or related field
- Experience managing and driving the growth and development of a program including obtaining and maintaining registration/accreditation with relevant authorities
- Significant experience in a similar senior management position delivering exceptional operations in Out of Home Care, Community Housing or related community services
- Demonstrated mentoring skills and experience leading and developing a high performing team

- Proven ability to build and maintain partnerships with multiple stakeholders including community groups, agencies and government departments as well as engaging with the local Aboriginal Community
- In depth working knowledge of relevant Child Protection, Housing and Aboriginal Housing legislation and current changes in these sectors
- Proven experience working to strict compliance and accreditation standards
- Detailed understanding of trauma informed practise
- Understanding of ethical practices and demonstrated commitment to continual quality improvement
- Demonstrated ability to manage complex issues and perform under pressure
- Exceptional consultation and interpersonal skills
- 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 (to be provided with your application)
- Current unencumbered NSW Driver's Licence
- Current Working with Children Check & National Criminal History Police Check

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