



Position Description:

Program Manager Community Housing Futures

Position Title:	Program Manager
Program title:	Community Housing Futures
Position Type:	Employed above award or contracted Term: until 27 December 2024 subject to funding Level: Above Award Contract to be negotiated
Position Reports to:	Executive Director of Q Shelter Community Housing Futures Governance Group
Direct Reports:	Senior Capacity Lead

Organisational Context: Community Housing Futures

Community Housing Futures is a unique collaboration between [Aboriginal and Torres Strait Islander Housing Queensland](#), [CHIA Qld](#) and [Q Shelter](#) to deliver a capacity building program funded by the Queensland State Government.

As peak and industry bodies, the three participating organisations have convergent goals about the growth and strength of community housing provision in Queensland. The combined members and stakeholders of each organisation reach across urban, regional, and remote Queensland. Community Housing Futures represents further progression of our working relationship to deliver expanded capacity building activities to support growth in practical ways. The overall purpose of the program is to improve the long-term viability and financial strength of Queensland CHOs through:

1. Enhancing capability to deliver larger scale housing supply projects
2. Increasing CHOs capability to diversify operating models to increase affordable housing
3. Enhancing capacity to bid for government assistance for housing growth projects.

Desired outcomes include growth in social and affordable housing portfolios, diversification of funding streams and more organisations on a trajectory towards growth.

About CHIA Qld

Established in 2014, CHIA Queensland is the independent industry body representing community housing organisations (CHOs) in Queensland. CHIA Queensland is a member-based, non-profit company limited by guarantee. Our purpose is to lead and enable a diverse and dynamic community housing industry in Queensland.

Our member organisations provide a wide range of homes – long-term housing for key workers and those on low and moderate incomes, purpose-built developments for seniors, homes for people with disability, as well as crisis and transitional accommodation for those at risk of homelessness. Collectively, our members hold a portfolio of around 11,000 homes valued at over \$3 billion.

In collaboration with others, we work to promote the role and value of community housing, advance social and affordable housing through policy leadership, and sustain a dynamic and diverse sector through industry development activities.



About Aboriginal and Torres Strait Islander Housing Queensland

Aboriginal and Torres Strait Islander Housing Queensland (Housing Queensland) is the peak body for Aboriginal and Torres Strait Islander community housing providers in Queensland. We are the recognised 'go-to' peak body for insights and advice.

Our purpose is to improve Aboriginal and Torres Strait Islander housing outcomes in Queensland.

We achieve our vision through advocacy, the development of policy and research, professional advice, and quality partnerships.

We believe that a strong community housing provider sector and long-term partnerships between government, the private sector and our members can play a significant role in improving Aboriginal and Torres Strait Islander housing outcomes in Queensland.

About Q Shelter

Q Shelter's vision is that every Queenslanders has a home. Our purpose is to lead solutions to housing need and homelessness. Q Shelter emerged in 1987 and was incorporated in February 1993.

Q Shelter is funded by the Department of Communities, Housing and Digital Economy, other government bodies as well as by members and service providers to deliver a range of programs including capacity and capability building programs, sector engagement, policy development and service integration backbone support.

Q Shelter is a member-based organisation, overseen by a Management Committee and governed by Queensland Shelter Incorporated Rules.

Important qualities

The ideal candidate will have a proven track record as a senior program manager. As a strong leader, the successful candidate will lead from inception to completion. They will have significant capabilities in program planning, implementation, monitoring, evaluation, governance, and strong business acumen.

Highly developed relationship skills will be essential. A track record of working to facilitate and strengthen partnerships across organisations and sectors in the delivery of complex work programs is highly desirable.

As a team player, the successful applicant will play a key leadership role in facilitating a collaborative and high performing team. The Program Manager will understand the operating environment of community housing providers or be able to quickly acquire this understanding.

The Program Manager will be committed to the future and growth of community housing organisations as part of a healthy housing system.

Role Specification

About the role

This role is to lead and oversee the implementation of a capacity building program for community housing organisations which includes these elements:

1. Sector support and capability

- Business advisory services including a professional services panel and grants
- Procurement and coordination of sector development consultants to do capability and growth appraisals
- Development of tools and resources
- Learning and development products and events
- Help desk functions

2. Governance and evaluation

- Provide input and reporting to the Program Governance Group
- Oversee design and implementation of evaluation including procurement of external evaluators
- Ensure all accountability requirements under the contract and to the employing body are met.

Roles and responsibilities

Program management

- Develop staged program delivery plan including milestones, responsibilities, and measures, and ensure monitoring and implementation
- Lead design and implementation of evaluation framework and methodology
- Identify and facilitate cross-functional teams to leverage optimal contributions from partners
- Coordinate projects and activities within the program and manage/synergise interdependencies
- Identify and engage external providers and ensure delivery of projects or activities
- Develop, manage, monitor, and reforecast budget and manage expenditure within delegation
- Oversee the development of policies, procedures, business processes, guidelines and practices as required to deliver the Program
- Establish an effective monitoring and reporting system including the capture of anonymised data from participant organisations and individuals
- Ensure the program is delivered to standard, on time and within budget.

Business acumen

- Oversee and ensure implementation of business analysis and advisory activities
- Capture anonymised data for aggregate reporting
- Oversee and assist with the development or adaptation of business analysis tools and resources
- Contribute to interpreting the results from business analysis and advisory activities and identify implications for the industry and for program design and delivery
- Provide as required, core business analysis skills including data collection, data analysis, facilitation, requirements gathering, and report writing
- Provide advice and input to capability and growth appraisals.

Governance, compliance, reporting and risk

- Establish and maintain a governance calendar
- Deliver performance reports to the employing body, Governance Group and to the participating organisations
- Deliver accountability reports to meet contract requirements of the Queensland Government

- Identify, evaluate, and address program risks and report on risk management to Governance Group and employing body
- Monitor contract, contract delivery and compliance.

Management and teamwork

- Manage and support staff to build a strong and effective delivery team
- Contribute to the leadership team within employing body
- Effective collaboration across teams within employing body and participating agencies.

Communications

- Oversee and approve communications to stakeholders
- Engage effectively with participating agencies, community housing organisations, funding body and external providers.

Systems

- Ensure corporate records are maintained and supported by effective and reliable systems
- Implement improvements to Customer Relationship Management (CRM) system with customisation for the program
- Integrate with systems already established within the employing agency.

Key Stakeholder Relationships

- Community Housing Organisations
- Queensland Treasury
- The Department of Communities, Housing and the Digital Economy and other funding or regulatory bodies
- Governing bodies of each participating agency.

Key job requirements

Qualifications

- Relevant tertiary qualifications

Experience

- Minimum of five-years' experience in program management
- Understanding of, or the ability to quickly acquire understanding of, the operating environment, context, and requirements of community housing provision in Queensland

Other requirements

- The successful candidate may be required to travel within Queensland
- The successful candidate is required to undergo a criminal history check.
- Project management qualifications or experience in using project management tools to support successful implementation would be an advantage.

Key criteria

1. Proven track record in program management
2. Business acumen
3. Demonstrated success in leading a small and diverse team
4. Proven leadership qualities and capacity to be self-directed and to manage complexity.
5. Demonstrated commitment to respectful collaboration
6. Proven excellence in all interpersonal, written, and verbal communication.



About the employing body

Q Shelter will act as the auspice body and employer.

Q Shelter is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, religion, gender identity, sexual orientation, disability, or age.

We strongly encourage Aboriginal and Torres Strait Islander people to apply for this role. The role will be working to make a positive difference to the capacity of First Nations' led housing providers to address the housing needs of Aboriginal and Torres Strait Islander communities throughout Queensland.

Q Shelter has a Diversity and Inclusion Working Group helping to implement an inclusion plan across the organisation. Q Shelter is close to finalising an Innovate Reconciliation Action Plan.

Q Shelter employees have access to salary sacrifice delivering an additional financial benefit for salaried staff. Q Shelter supports staff through provision of an EAP and through various skill development and team-building activities. Q Shelter offers employed staff five weeks annual leave.

Q Shelter won an independent Best Workplace Award for 2022 from the Voice Project evaluating employee engagement, organisational performance, and job satisfaction.

Applying for this role

To apply for this role please provide:

- A capability statement (no more than 2 pages)
- A current CV.

Please submit to recruitment@qshelter.asn.au

For more information, please contact Q Shelter on 3831 5900.

ATTACHMENT: Program structure

