



## Position Description: Community Housing Capacity Lead

<b>Position Title:</b>	Community Housing Capacity Lead
<b>Program title:</b>	Community Housing Futures
<b>Position Type:</b>	Up to 0.8 FTE SCHADS 8 Term: until 27 December 2024 subject to funding
<b>Position Reports to:</b>	Program Manager Community Housing Futures
<b>Direct Reports:</b>	Program support role/s

### 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**

This position requires a deep commitment to the role and potential for community housing providers to lead growth in housing supply to meet the needs of vulnerable Queenslanders.

The ideal candidate will preferably have a proven track record in leading capacity building programs. Highly developed relationship skills will be essential. The successful candidate will have a demonstrated track record of working to facilitate and strengthen partnerships across organisations and sectors in the delivery of complex work programs.

Industry experience is highly desirable as is the proven ability to lead a small team to success. The successful candidate will be energetic and have a track record of excellence in engagement with diverse stakeholders.

## Role Specification

### About the role

This role is to lead and assist in the day-to-day implementation of a capacity building program for community housing providers which includes these elements:

#### 1. Sector support and capability

- a. Support the establishment of a professional services panel and grants program
- b. Engage the sector in opportunities to access professional services and other products and tools generated by the Program
- c. Support the roll-out of sector development consultants to do capability and growth appraisals
- d. Map and present existing learning and development offerings across the participating agencies and other peaks and generate a report identifying learning and development gaps
- e. Develop tools and resources to assist the Sector with growth activities
- f. Generate learning and development products and events for the wider landscape of community housing providers which are targeted to identified gaps
- g. Lead and support help desk functions
- h. Oversee and contribute to sector communications such as bulletins, website, and written information about the program.

#### 2. Reporting and evaluation

- a. Provide program reports to the Program Manager
- b. Contribute to the success of the evaluation through data collection and analysis.

### Roles and responsibilities

#### Program delivery

- Contribute to the development of a staged program plan including milestones, responsibilities, and measures, and ensure monitoring and implementation of key responsibilities
- Contribute to the design and implementation of the evaluation framework and methodology
- Ensure work allocation to subordinate roles
- Help facilitate cross-functional teams to leverage optimal contributions from partners
- Deliver projects and activities within the program and manage/synergise interdependencies

- Support the effectiveness of external professional service providers through program support
- Contribute to budget development and monitoring and manage expenditure within delegation
- Contribute to milestone reviews of program delivery
- Contribute to the effectiveness of the evaluation.

#### Management of staff and stakeholders

- Manage performance and support staff
- Engage effectively with participating agencies, community housing providers, funding body and external providers.

#### Communications

- Deliver communications such as bulletins, website, and information artefacts about the program
- Monitor effectiveness of communications
- Lead the Help Desk function of the program.

#### Systems

- Contribute to maintenance of corporate records using agreed systems
- Implement improvements to Customer Relationship Management (CRM) system with customisation for the program
- Integrate with systems already established within the employing agency.

#### Policies, procedures, and planning

- Contribute to the development of policies, procedures, business processes, guidelines and practices as required for the delivery of the Program

#### Team contribution

- Build a strong and effective team
- Effective collaboration across teams within employing body and participating agencies.

### 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
- Qualifications in workforce training, assessment, planning and development desirable but not essential

#### Experience

- Minimum of five-years' experience in the community housing industry or in an industry capacity building role
- 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.

### Key criteria

1. Proven track record in program delivery
2. Demonstrated success in team supervision
3. Proven leadership qualities and capacity to be self-directed and to manage complexity.
4. Demonstrated commitment to respectful collaboration
5. Proven ability to manage budgets and expenditure within delegation
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](mailto:recruitment@qshelter.asn.au)

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

