

# Position Description

<b>Position Title:</b>	General Manager – Policy and Strategic Engagement
<b>Position Type and Hours:</b>	Full time above award contract, 38 hours per week
<b>Position Reports to:</b>	Chief Executive Officer
<b>Direct Reports:</b>	Policy and Advocacy Lead

## ABOUT Q SHELTER

Q Shelter is Queensland’s peak housing and homelessness organisation with a vision that every Queenslander has a home. We lead on solutions to unmet housing needs and homelessness.

Incorporated in 1993, Q Shelter is a member-based incorporated association overseen by a Management Committee. We are engaged at all levels of Government, with the private sector, community services sector, and broader community, to achieve real solutions. We have numerous standing engagement activities to involve stakeholders in defining housing and homelessness policy solutions. Our framework for policy development includes a synthesis of evidence, experience and sector engagement. The organisation is currently structured to deliver on the following three streams of business activity to achieve its stated objectives:

- System capacity and capability
- Policy and advocacy
- Investing in its own resources and systems, as a base to improve its services to the Sector

Q Shelter is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity Employer, where employment is offered without regard to race, religion, gender identity, sexual orientation, disability or age. Q Shelter has an Innovate Reconciliation Action Plan to guide and strengthen our approach to inclusion of First Nations’ Peoples. We have a standing Diversity, Equity and Inclusion Group to guide internal improvements.

## ROLE SUMMARY

This role is focused on:

- Providing leadership, research, engagement, guidance and input on housing and homelessness policy and strategy
- Overseeing and ensuring multi-dimensional engagement with stakeholders including elected officials, funding bodies, specialist homelessness services, community housing providers, other service providers, private industry, and Q Shelter members
- Delivering exceptional policy, research and practice papers targeting members, Government, and private industry
- Progressing Q Shelter’s Strategic Engagement Plan with diverse key stakeholders
- Delivering diverse projects depending on funded priorities

## IMPORTANT QUALITIES

The successful candidate will:

- Have an advanced understanding of the system of government and the political process
- Have a strong record of building strategic relationships with all levels of government and the media
- Have a proven ability to develop and execute advocacy strategies
- Understand policy solutions to housing needs and homelessness or be able to acquire this quickly
- Understand industry challenges and opportunities and be committed to its development and growth
- Have proven ability to work with a high degree of autonomy
- Be a high-performing individual, driven to deliver high quality project outcomes, by deadlines
- Be energetic, enthusiastic, and innovative, with proven leadership capabilities and qualities
- Seek out creative solutions to challenging problems
- Be a great communicator and write to a very high standard
- Be a team player, who positively contributes to organisational culture
- Be able to work respectfully across all political parties to build enduring support for policy solutions

## ROLES AND RESPONSIBILITIES

### Policy and Engagement

- Oversee and contribute to the research and development of policy papers and other documents
- Work strategically to engage regional networks and sector leaders in policy development & advocacy
- Build strategic relationships across all levels of government, industry bodies and the private sector, to influence housing & homelessness policy and investment solutions
- Assist in facilitating forums, planning sessions and networks on a range of topics
- Drafting/developing policy and investment submissions to government budget processes, inquiries, strategies, elections, and other opportunities that emerge from time to time
- Continuously develop knowledge of the sector and its environment and apply professional capabilities to identified issues and challenges
- Represent Q Shelter in a range of settings including at key functions, events, advisory groups, roundtables, and other related forums

### Leadership

- Plan, develop, lead, deliver and evaluate projects
- Manage staff and contractors as required
- Develop and monitor budgets relevant to the role.
- When delegated, fulfil media and public-facing roles on key housing and homelessness policy and investment matters
- Work collaboratively with the Leadership Team to synergise Q Shelter's performance across portfolio areas

### Reporting and Compliance

- Complete monthly reports and contribute to compliance reporting for projects and programs
- Prepare papers to the governing body as required.
- Maintain a register of strategic engagement meetings, particularly with senior government officials and politicians, sector and other housing system partners
- Develop and update as required a stakeholder engagement plan
- Development of briefing notes for CEO, Committee, and political offices
- Data analysis and evidence synthesis to support advocacy
- Regularly monitor the impact of policy and engagement efforts

### Organisational Strength

- Prepare business development proposals as required
- Prepare and contribute to documenting business processes relevant to the role as required
- Work effectively as a team member and actively contribute to a high performing team
- Contribute to the effectiveness and performance of the leadership team
- Participate in and contribute to personal, professional, and organisational development activities

### KEY DELIVERABLES

- Delivery of Q Shelter's Strategic Engagement Plan, including key engagement milestones, in collaboration with the CEO, Leadership Team and Management Committee
- Delivery of Annual Policy and Investment Submission and other submissions on an as-needs basis
- Focused delivery of allocated responsibilities of the funded work program
- Completion of tasks, deliverables, and projects by due dates
- Contribution to member and stakeholder relations including increased membership or QS
- Contribution to business development opportunities for Queensland Shelter.
- Effective engagement with government and stakeholders

### KEY STAKEHOLDER RELATIONSHIPS

- Queensland Government including central agencies and key portfolio areas that impact housing and homelessness outcomes
- Local Government
- Other peak and industry bodies
- Housing and homelessness organisations operating in Queensland
- Media
- Q Shelter members, potential members, and other sector stakeholders
- External Stakeholders within the wider housing system
- People with lived experience of housing need and homelessness
- Private industry
- Q Shelter Management Committee
- Q Shelter team

### KEY JOB REQUIREMENTS

#### Qualifications

- Tertiary qualifications in a relevant field such as economics, political science, planning and development, human services, or business administration

#### Experience

- Over five years' work experience in a comparable or related role/industry
- A minimum of three-years' experience in senior management
- Understanding of the policy framework, operating environment, context and governance requirements for community housing and homelessness providers in Queensland
- Experience in leading time-limited and complex projects against tight deadlines
- Proven record in effective stakeholder engagement
- Experience crafting political strategy or advocacy campaigns
- Experience in using Microsoft applications

**Role requirements**

- The successful candidate will be required to travel within Queensland and interstate from time-to-time
- The successful candidate is required to undergo a criminal history check
- The successful candidate is required to follow Q Shelter policies and procedures and to work within the requirements of the Code of Conduct

**KEY SELECTION CRITERIA**

**Public policy experience and capability**

- Extensive experience and significant impact in the public policy arena
- Advanced understanding of the system of government and the political process
- Understanding of the broader housing and homelessness system and how the elements of the housing system can help to achieve greater access to diverse housing solutions

**Research and writing**

- Demonstrated experience and success in the research and development of policy papers, submissions, and proposals
- Proven excellence in all written and verbal communication

**Communication, collaboration and engagement**

- Experience in group facilitation
- Proven ability to design and implement a strategic engagement strategy involving diverse stakeholders
- A proven record in working collaboratively to achieve program and organisational goals

**Leadership and project management**

- A capacity to lead and to be self-directed in the implementation of key work priorities
- Experience and proven success in project management and oversight of complex projects and assignments

Approved By:	Chief Executive Officer	Date:	04/03/2026
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