

Expressions of Interest

Regional Coordinator Mackay

Q Shelter is waiting for funding to be announced for a Service Integration Facilitator in the Mackay region. We anticipate strong demand from candidates wishing to apply for this position; therefore, we are asking for submissions of interest in the form of a CV and a brief covering letter explaining why you are interested in the position. Once funding is confirmed in the coming weeks, Q Shelter will commence shortlisting and interviews.

ABOUT Q SHELTER

Q Shelter is Queensland's peak housing organisation with a vision that every Queenslanders 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:

- building Sector capacity, to provide evidence-based solutions to housing and homelessness needs
- influencing public policy and programs, to achieve housing and homelessness solutions, and
- investing in its own resources and systems, as a base to improve its services to the Sector.

ABOUT THE ROLE

This role will provide local assistance to strengthen existing and emerging Care Coordination Groups to provide person-centered and place based care planning for people with complex needs, and improve integration of service system response for this cohort. The role does not involve direct client case management, and provides support to sector partners to facilitate care plans and improved service system responses. The ideal candidate will be a senior officer with a proven track record in engagement and community development as well as an excellent understanding of the drivers and solutions to homelessness. The preferred candidate will also understand how to support people and organisations to strengthen practice and build collective capacity and capability in supporting clients with complex needs.

KEY ATTRIBUTES

- Initiative
- Respectful collaborator
- Leader
- Strategic thinker
- Empathy and passion for our services and clients
- Adept at managing strategic relationships
- Skills in data analysis is highly regarded

QUALIFICATIONS AND EXPERIENCE

- The successful applicant will have relevant tertiary qualifications.
- Operational and Strategic experience within the human services sector.
- Proven track record and results in successful engagement and community development including engagement skills across diverse agencies with diverse service delivery models and specialised roles that are complementary but different.
- Senior practice experience in housing and homelessness sectors and a detailed understanding of the needs of people experiencing of at risk of homelessness and experience driving local service system improvements to improve client outcomes.
- Skilled communication including clear and effective verbal reporting and a very high standard of written reporting.
- Experience working with diverse groups in a facilitation role.
- Experience in contributing to workforce development and capability.
- Ability to use software applications including client management systems to a high standard.

ROLE CONDITIONS

- The role is ongoing in line with funding
- Salary is SCHADS 6
- Q Shelter offers a flexible work environment. Hybrid working arrangements are supported.
- Q Shelter employees receive five-weeks' annual leave per year (pro-rata for part-time) and a paid Christmas shutdown period.
- Q Shelter employees also have access to not-for-profit salary packaging, which increases take-home pay.
- Q Shelter staff are expected to work within a culturally safe framework and actively contribute to the implementation of Q Shelter's Innovate Reconciliation Action Plan.

DIVERSITY AND INCLUSION

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.

HOW TO APPLY

Please email a capability statement and current CV to recruitment@qshelter.asn.au. Applications that do not conform to these elements may not be considered.

You may be required to undergo a criminal history check as a requirement for the role. People with lived experience of the justice system are not automatically disqualified from employment as each National Police check is assessed on a case by case basis for each role.

If you have any questions about the role, please contact Q Shelter on (07) 3831 5900.

Position Description

Position Title:	Regional Coordinator – Mackay
Position Type and Hours:	SCHADS Level 6
Position Reports to:	State Coordinator
Direct Reports:	Nil

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This role is focussed on leading and delivering organisational support services and oversight to operations inclusive of membership, communications, information technology, administration, finance, planning, human resource management, systems and records, policies and procedures, governance support, monitoring/coordinating responses for risk management and organisational reporting.

The key purpose of the role is to enable Q Shelter to be a strong and effective organisation underpinned by structures, systems, policies, procedures and plans. This role is critical to the capacity for growth and success.

The role provides leadership to staff providing organisational services. Success in this role will involve flexibility and initiative combined with a deep understanding of Q Shelter's core role. This role will ensure support for Q Shelter's

effectiveness and efficiency. As a member of the Executive Management Team the candidate will be able to flourish in a dynamic environment, a growing business and manage varied demands and priorities with a high level of accountability and creativity.

The role deputises for the Executive Director may be delegated to represent the Executive Director and or Q Shelter in selected government and sector forums. If required, the COO performs the Secretary function for the management committee.

DUTIES

- Collaboration, engagement and facilitation
- Establish and maintain productive partnerships with and across Government and non-government services to support improved client outcomes and service system improvements for people experiencing homelessness or at risk of homelessness with complex needs.
- Actively support care coordination groups to develop and maintain systems and processes to enable integrated service responses for clients with complex needs, including local governance arrangements and where agreed with the care coordination groups taking on the role of secretariat for these groups.
- Ensure client and service system data is maintained in the required client management system to enable the timely reporting of client and service system data.
- Provide analysis of client and service system data to understand trends, service systems gaps and work with sector partners to improve local service system design to improve whole of service responses for people with complex needs.
- Produce high quality written and verbal reports that support accountability and continuous improvements. Prepare comprehensive reports and case studies which provide in depth and broad analysis and to demonstrate outcomes to government funders.
- Actively engage in other local networks and groups to support broader service integration work, including providing regular updates to these networks and groups on the work of the care coordination group, client outcomes, and opportunities for service system improvements.
- Adopting collective impact principles, Regional Care Coordination Facilitators will collaborate and constructively engage with the backbone support in relation to research activities and participate in governance and other meetings organised by the backbone support in relation to care coordination.
- Identify learning and development needs and engage with Queensland Shelter to bring learning experiences to the region, including promoting local capability building opportunities offered by the backbone support.
- Actively work towards the sustainability of networks and structures including with the Housing Service Centre/s and regional staff, that support regional capacity.

KEY JOB REQUIREMENTS

- Proven track record and results in successful engagement and community development including engagement skills across diverse agencies with diverse service delivery models and specialised roles that are complementary but different.
- Senior practice experience in housing and homelessness sectors and a detailed understanding of the needs of people experiencing at risk of homelessness and experience driving local service system improvements to improve client outcomes.
- Skilled communication including clear and effective verbal reporting and a very high standard of written reporting.
- Experience working with diverse groups in a facilitation role.

- Experience in contributing to workforce development and capability
- Ability to use software applications including client management systems to a high standard.

KEY CRITERIA

- A criminal history check is mandatory
- Drivers licence - travel may be required.

Approved By: Chief Operating Officer

Date: 20 May 2025

