

## Position Description

<b>Position title</b>	<b>State Manager Victoria</b>
<b>Reports to</b>	Managing Director
<b>Location</b>	Melbourne
<b>Hours per week</b>	Full Time

### Our Vision

All people affordably housed in neighbourhoods that support life opportunities.

### Our Mission

To be a leading provider of affordable homes across Australia, working with partners to create resilient and inclusive neighbourhoods.

We provide long term solutions for people who:

- Are disadvantaged by housing markets
- Have a disability and/or mental health risk
- Are homeless or at risk of homelessness
- Are ageing and/or frail

### Our Guiding Principles

Our guiding principles are at the core of how we work in our day to day roles:

- We put our customers first
- We work together
- We trust and are trusted
- We learn and adapt

### Organisational Overview

#### Organisational Overview

Housing Choices Australia (HCA) creates safe, quality, affordable and long-term housing for our tenants. As a growing housing provider, our goal is to ensure that people are housed in inclusive communities and to create homes that encourage a sense of belonging.

We now own or manage more than 5,050 homes across Victoria, Tasmania and South Australia and are currently establishing services in New South Wales. We have ambitious plans for greater impact including increasing our reach and helping more people find quality, affordable housing across the country.

Our organisation is set to achieve this by growing, developing and effectively managing affordable housing to build on HCA's strengths and presence in Australia. We aim to become an innovative leader of housing for people with disabilities receiving supports funded by the National Disability Insurance Scheme (NDIS).

HCA has four main service delivery and team function areas across the business:

- Housing
- Commercial
- Finance
- People and Culture

### **Overview and Purpose of Role**

The State Manager will inspire and lead staff in the provision of quality housing, property and tenancy engagement services in Victoria.

Alongside service delivery responsibilities, this role will be prominent in facilitating effective and productive stakeholder relationships in Victoria to support business development, management of affordable housing and quality outcomes for residents.

The position is a significant leadership position.

### **Key Accountabilities**

#### **Leadership**

- Promote HCA vision, mission and business objectives to staff, residents, external partners and stakeholders.
- Provide organisational direction, overseeing all aspects of the day to day service operations to achieve strategic and business objectives on time and within budget.
- Inspire, lead and motivate staff to develop high performing and collaborative teams, managing resources in accordance with HCA principles, budget, policies and best practice.
- Effective management, coaching and support of staff to ensure high quality service delivery in a timely, responsive and efficient manner.
- Ensure effective performance, training and development across the team to support high quality service delivery for residents and in line with HCA business objectives.
- Develop and ensure effective working relationships and communication internally, particularly with inter-state colleagues and teams.
- Work closely with the Managing Director and the wider Executive team to develop and implement strategic and business plans and to lead strategic direction and organisational priorities.
- Contribute as a strategic leader, providing operational and strategic advice and views to the Executive team and Board.

#### **Service Delivery**

Ensure consistent, high quality delivery of Housing Services in line with HCA's Housing Service Standards:

- Ensure the optimal and efficient use of property portfolio in accordance with HCA strategic and business objectives.
- Minimise debt accumulation, property availability and maximise rental income from leasing.
- Implement plans for maintenance including long term expenditure and liability assessment.
- Oversee the property condition assessments and assess and report on maintenance liabilities and possible divestment over the short, medium and long term, working closely with the Property Development and Asset Management and Finance Teams.

- Ensure the operation of HCA's property and tenancy management activity is consistent with HCA Housing Standards, policies, processes and recognised best practice.
- Ensure compliance and adherence to service level and funding agreements, regulatory performance benchmarks, relevant legislative requirements including OHS, reporting requirements and budgets.
- Oversee HCA 'Approved Contractor & Supplier Panel' for all responsive and planned maintenance services ensuring competitive rates from reliable contractors and suppliers.
- Provide advice and guidance to team members on complex matters of housing policy and practice.
- Oversee the implementation of community development and neighbourhood renewal initiatives in line with HCA business objectives and values.
- Take a lead role in the development and evaluation of Housing Services working closely with the Managing Director, Housing Services staff and internal stakeholders such as Quality and Improvement.
- Undertake projects that contribute to the overall development of Housing Services or organisation as led by the Managing Director.

### **Operational Management**

- Ensure effective management of, and compliance, with contracts and provide accurate reporting on business activities and performance.
- Ensure effective oversight and operation of systems, policies and processes to meet the requirements of the Victorian Regulatory System
- Ensure efficient management of financial resources, working closely with Finance staff and teams, monitor progress against financial targets and provide accurate and financial reporting to the Executive team and Board.
- Develop and manage budget ensuring all expenditure is within budget and rent and other revenue generated meets budget.
- Ensure the effective implementation, development and management of relevant OHS policies and procedures, implementing effective risk management strategies.
- Maintain clear mechanisms for obtaining performance feedback from customers
- Supporting the business in making sure the service offering is customer focused and strives to innovative in its search for continuous improvement

### **Strategic Partnerships and Stakeholder Engagement**

- Develop and maintain relationships with government and other agencies which Housing Choices provides, or is seeking to provide, property and tenancy management services.
- Build and maintain strong and effective working and business relationships with strategic partners and stakeholders within and beyond the community housing sector.
- Working closely with the Managing Director and internally with Business Development and Stakeholder Management, analyse and develop partnering strategies that enhance Housing Choices' position to identify and secure business opportunities, grants and other funding possibilities.
- Work closely with the Communications and Stakeholder team on communication strategy and activities to generate relevant business opportunities and raise the profile of Housing Choices with external stakeholders.
- Ensure effective implementation of initiatives to communicate and promote Housing Choices' Housing Services amongst key stakeholders, including residents, community leaders and support partners.
- Establish and maintain effective relationships with key community service partners to ensure that residents receive the support that they need to sustain their tenancy via effective referrals, appropriate communication and promotion of community services.

### **Policy Influence and HCA Ambassador**

- Maintain effective networks, enhance relationships, and advocate on behalf of HCA to promote HCA and influence policy with key external stakeholders - government figures, regulators, key stakeholders and community groups.

- Keep abreast of local and national government policies and procedures and lobby government to increase the profile of the business and the sector.
- Work closely with other sector leaders to formulate or influence policy including participation in external policy development and advocacy forums.
- Oversee and contribute to the Resident Participation and Community Development strategy and activities.

## General Requirements

As a growing provider of social housing, housing and tenant services are subject to on-going development, review and improvement. As such, the range of tasks set out in this job description is not exhaustive, and all employees will be expected to undertake a range of duties associated with their areas of responsibility to ensure a high standard of service delivery to internal and external clients. Any substantial changes in role requirements will be discussed with the incumbent as part of a formal consultation process.

Housing Choices is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to be open, flexible and responsive to new ideas and ways of working and actively supportive of each other with respect to achieving the best outcomes for Housing Choices and its clients and stakeholders.

### All Housing Choices employees are required to:

- ✓ comply with all Housing Choices' policies and procedures
- ✓ comply with all Commonwealth and State legislation relevant to the organisation, including workplace relations and occupational health and safety legislation and regulation
- ✓ work collaboratively with Housing Choices customers, staff and stakeholders
- ✓ uphold and enhance the reputation of Housing Choices
- ✓ maintain the highest level of integrity in the conduct of Housing Choices business
- ✓ undertake identified training and development activities/programmes

## Essential Selection Criteria

### Experience

- Proven experience and successful track record in leading the delivery of property and tenancy management services in a comparable senior role or discipline(s) in the public/community, private housing sector (or transferable sector).
- Proven leadership experience and people management experience.
- Record of forming strong partnerships and stakeholder management experience.
- Experience preparing comprehensive management and business and regulatory required reports.
- Experience dealing with complex and challenging housing and property management issues.
- Experience managing contracts and service agreements.
- Financial management experience.
- Experience in all aspects of property/assets/facilities management.
- Sound knowledge and experience of OH&S as it applies to the housing/construction/maintenance industry.
- Experience in policy development and evaluation, reviewing systems and implementing improvements.

### Knowledge and Qualifications

- Relevant tertiary qualifications.
- Sound knowledge and understanding of the housing sector, tenancy and disability legislation and regulatory frameworks as it relates to housing and property management activities including Residential Tenancies Act.
- Estate Agent License (desirable only)

### Skills

- Highly developed written and oral communication skills, with excellent computer literacy.
- Strong influencing and relationship management skills.

- Ability to lead, motivate, mentor and manage team(s).
- Adaptable and ability to adapt quickly to changing requirements and lead others through the process of change.
- Well-developed conceptual, analytical and problem-solving skills with strong decision-making ability.
- Well-developed presentation skills, including ability to work collaboratively and represent HCA in range of external forums and with a diverse range of stakeholders.
- Demonstrated effectiveness in managing stakeholder relationships including those with government, clients, and other relevant networks.

**Other Requirements**

- Willingness to undertake relevant Police screening.
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including homeless people, people with disability and people from a non-English speaking background.
- Current driver's license and willingness to travel across Housing Choices' sites both cross state and inter-state.

<b>This role description is accepted by:</b>			
Job Holder		Date	
Manager		Date	