

# Hume Community Housing

Senior Manager, Housing for People with Disability



<b>Position Title:</b>	Senior Manager – Housing for People with Disability	<b>Department:</b>	Housing for People with Disability
<b>Reports To:</b>	Chief Operating Officer		
<b>Direct Reports:</b>	2 x Supported Housing Coordinator, 1 x Administration Officer	<b>Location:</b>	Parramatta/Fairfield
<b>Position Purpose:</b>		<b>Position Dimensions</b>	
<p>The Manager is responsible for leading the specialist disability housing program and developing new business arrangements to grow Hume’s housing portfolio and partnerships relevant to the disability sector</p> <p>The Manager is also responsible for improving the services and support offered to all customers through the development of the partnerships with Supported Independent Living organisations, Disability services, public trustee &amp; guardian and accountability and delivery on the occupancy agreement objectives.</p> <p>Contractual compliance and administration of the SDA accreditation and registration programs are key accountabilities for this role.</p>		<b>Award Title:</b> N/A	
		<b>Award Level:</b> N/A	
		<b>Delegation authority:</b>	
		Refer to Schedule of Delegations	

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Key Accountabilities	Key Activities
1. Support the achievement of the organisation’s vision through the effective management and leadership of the disability housing program	<ul style="list-style-type: none"> <li>• Recruitment and selection</li> <li>• Coaching and mentoring the team</li> <li>• Workplace health and safety</li> <li>• Performance management</li> <li>• Employee training and development plans</li> <li>• Active Senior Management and Leadership Team member</li> </ul>
2. Support the long- term sustainability of Hume by contributing to the development and implementation of strategic, service delivery and risk management plans relevant to the program.	<ul style="list-style-type: none"> <li>• Participate in strategic planning processes</li> <li>• Develop service delivery plan in line with Hume strategic plan</li> <li>• Conduct risk assessment process relevant</li> </ul>
3. Ensure the team meets its corporate governance, legal and regulatory obligations by staying abreast of relevant laws and regulations, providing accurate and timely reporting to the COO and maintaining compliance with funding bodies.	<ul style="list-style-type: none"> <li>• Annual compliance schedule for all associated contracts and NDIA compliance requirements</li> <li>• Review legal and funding requirements annually</li> <li>• Complete reporting requirements as aligned to service delivery plan and strategic plan</li> <li>• Reports on program outcomes submitted each month and quarterly within pre-determined timescales</li> </ul>
4. Support Hume to meet its financial goals and targets by developing the SDA Financial model, operational budget and monitoring and reporting on adherence and embedding value for money practices throughout the team.	<ul style="list-style-type: none"> <li>• Develop annual budget</li> <li>• Monitor annual budget</li> <li>• Complete reporting requirements</li> <li>• Negotiate for resources with funding bodies, grant opportunities and other sources of revenue</li> </ul>
5. Ensure customer focused and customer driven services in the team by developing and implementing customer feedback and consultation strategies and managing the complaints resolution processes that meets the needs of a complex client base	<ul style="list-style-type: none"> <li>• Strategic Customer engagement program developed and delivered</li> <li>• Develop a range of methods to engage with customers to enhance service delivery</li> <li>• Customer profiling to tailor programs</li> <li>• Mitigate escalated customer complaints</li> <li>• Guide and coach others in successful customer complaint resolution</li> </ul>

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<p>6. Ensure the delivery of quality homes that meet our customer’s needs by developing and implementing best practice tenancy management and structured inspections and reporting program.</p>	<ul style="list-style-type: none"> <li>• Periodic inspection program and reporting to Assets</li> <li>• Tenancy audit program</li> <li>• Develop tenancy management processes aimed at successful outcomes for high risk customers</li> </ul>
<p>7. Support Hume’s growth plans by identifying opportunities for alternative funding, revenue raising and fee for service activities, contributing to tender preparation and managing the income recovery and rent review / voids processes.</p>	<ul style="list-style-type: none"> <li>• Develop rent setting policies and fees for service arrangements for Partnership programs</li> <li>• Managing rent arrears &amp; voids</li> <li>• Negotiating fee for service initiatives</li> <li>• Promoting/selling Hume’s tenancy management services</li> <li>• Developing debt prevention strategies</li> </ul>
<p>8. Ensure the efficient and effective operations within the team by developing and implementing policies and procedures that are compliant and benchmarked to complex Housing and Tenancy management best practice.</p>	<ul style="list-style-type: none"> <li>• Ensure compliance with accreditation and registration standards through policy, procedures and outcomes developed for the program</li> <li>• Review with the view of continually improving policies and processes throughout the teams</li> </ul>
<p>9. Support the organisation to provide sustainable and cohesive communities by building strategically aligned partnerships with other organisations that increase our current level of services.</p>	<ul style="list-style-type: none"> <li>• Research options and best practice to set a clear path for the programs’ development</li> <li>• A developed and implemented housing framework with clearly documented philosophy and approach to delivering disability housing services</li> <li>• Actively seek new opportunities and partnerships to strengthen and grow the programs</li> <li>• Negotiated agreements with all key partners are reviewed, adjusted and adopted annually</li> </ul>

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## Qualifications and Experience

### Qualifications may include:

Relevant Community Development or Social Sciences or equivalent qualifications and experience.

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## Hume Key Competencies

		<p><b>Social Awareness:</b> Understands cultural and social differences inside and outside of the organisation and uses this knowledge to guide communication and behaviour. Advocates for the rights of others and demonstrates a commitment to minimising the organisation’s carbon footprint.</p>	
		<b>Demonstrates environmental awareness</b>	<b>Level 3</b>
		<b>Demonstrates social awareness and a commitment to social justice</b>	<b>Level 5</b>
		<b>Values diversity</b>	<b>Level 5</b>
		<p><b>Customer focused:</b> Keeps customers (internal and external) as the focal point of all activity. Actively seeks to delight customers through excellent service and maintaining a commitment to customer communication and consultation.</p>	
		<b>Committed to service excellence</b>	<b>Level 5</b>
		<b>Engages and consults with customers</b>	<b>Level 5</b>
		<p><b>Personal and Professional Excellence:</b> Develops and maintains an understanding of the internal and external environment and takes responsibility for delivering work outcomes with efficiency, professionalism and integrity. Demonstrates a commitment to personal development and improves specialised technical/professional knowledge and skills to achieve personal and organisational goals.</p>	
		<b>Actively maintains sector knowledge and business awareness</b>	<b>Level 4</b>
		<b>Acts with professionalism and personal integrity</b>	<b>Level 5</b>
		<b>Plans and organises (including strategic planning)</b>	<b>Level 4</b>
		<b>Develops and maintains competencies</b>	<b>Level 4</b>
		<p><b>Operational Excellence:</b> Delivers best practice outcomes for customers and the organisation by demonstrating a commitment to consistent quality standards and continuous improvement. Adopts and/or implements strategies, policies, procedures and systems that ensure efficient and effective business operations within the relevant legislative and compliance framework.</p>	
		<b>Develops and maintains workplace policy and procedures</b>	<b>Level 4</b>
		<b>Strives for consistent quality standards and continuous improvement</b>	<b>Level 4</b>
		<b>Supports and manages change</b>	<b>Level 4</b>
		<b>Uses and harnesses technology</b>	<b>Level 4</b>

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<b>Manages risk, compliance and the corporate governance frameworks</b>	<b>Level 4</b>
<b>Builds Strategic Relationships and Partnerships:</b> Actively seeks to build effective relationships and partnerships inside and outside of the organisation to support the achievement of personal and professional goals and the continuous growth and success of the organisation. Works collaboratively with all stakeholders, including competitors, considers the needs of others, and enthusiastically supports all team members achieve their objectives.	
<b>Builds relationships and networks</b>	<b>Level 5</b>
<b>Collaborates and works effectively in a team</b>	<b>Level 4</b>
<b>Leadership and Managing People:</b> Creates and communicates a clear vision and direction for the business and ensures all staff are clear on their part in achieving that vision. Motivates staff to achieve their goals through inspirational leadership, developing and managing performance in an environment where people can reach their full potential.	
<b>Develops and communicates the vision</b>	<b>Level 4</b>
<b>Demonstrates leadership</b>	<b>Level 4</b>
<b>Demonstrates excellence in people management</b>	<b>Level 4</b>
<b>Project Management:</b> Participates in and/or leads successful projects using strong communication and organisational skills to balance conflicting priorities and manage resources. Manages programs of work using effective project management methodologies and tools.	
<b>Excellence in program and project management</b>	<b>Level 4</b>
<b>Communication:</b> Builds credibility and trust through effective and appropriate communication skills with all stakeholders. Listens, interprets and conveys information in a clear and accurate manner, provides timely delivery of information and selects the most appropriate method of communication to suit specific situations in order to win support, gain cooperation or overcome objectives and barriers.	
<b>Effective verbal communication</b>	<b>Level 4</b>
<b>Excellent written communication</b>	<b>Level 4</b>
<b>Negotiates with skill and influence</b>	<b>Level 4</b>
<b>Resolves issues and conflict</b>	<b>Level 4</b>
<b>Problem Solving and Decision Making:</b> Identifies and analyses situations and/or issues, considers options, develops solutions and implements and monitors appropriate solutions.	
<b>Analytical thinking and problem solving skills</b>	<b>Level 4</b>

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**Manages Resources, Assets and Sustainability:** Effectively manages and values the organisation’s financial resources, assets and equipment. Ensures the organisation remains viable and sustainable through best practice purchasing protocols, monitoring supplier performance and ensuring all purchasing decisions support the business strategy and offers value for money.

**Financial management**

**Demonstrates sustainable procurement practices**

**Level 4**

**Level 4**