

# POSITION DESCRIPTION

<b>Position Title:</b>	Housing Services Senior Manager		
<b>Program/Team:</b>	Housing Services		
<b>Employment Type &amp; Hours:</b>	Permanent Full time   76 hours per fortnight		
<b>Award Conditions:</b>	Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010	<b>Remuneration:</b>	Level 7
<b>Working From:</b>	McLachlan Street Fortitude Valley, Carina, Greenslopes, Sandgate, Windsor		
<b>Reporting Relationships:</b>	Reports to the Service Delivery Director 7 direct reports		
<b>Qualifying Period:</b>	6 months		
<b>Primary Purpose of Position:</b>	The Housing Services Senior Manager is responsible for leading and managing a range of housing programs within the organisation. The role is responsible for ensuring the delivery of high-quality housing and support for vulnerable young people and young families including 3 x 24/7 fully supervised housing models, a tenancy sustainment program, a foyer style program and 33 units of externally supported housing. This position is responsible for oversight of tenancy and property management functions.		
<b>In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting</b>			
<b>SELECTION CRITERIA:</b>	<ol style="list-style-type: none"> <li>1. Knowledge of issues impacting on vulnerable young people and young families and the implications for the delivery of housing and support services.</li> <li>2. Experience managing the provision of social housing and a thorough knowledge of relevant legislation, standards and guidelines. Highly developed critical and strategic thinking, problem solving and risk management skills and the demonstrated application of these in a direct service delivery environment.</li> <li>3. Demonstrated ability to lead and manage a multidisciplinary team, and build a positive culture focused on continuous improvement.</li> <li>4. Excellent interpersonal and communication skills and the ability to establish and maintain collaborative partnerships and produce high quality submissions, policies and reports.</li> <li>5. Demonstrated ability to design, review and implement effective services and manage risk effectively.</li> <li>6. Highly developed analytical skills and the ability to provide strategic advice to the Executive Management Team and the Board.</li> </ol>		
<b>Education, Qualifications, Requirements [Mandatory]:</b>	<ul style="list-style-type: none"> <li>• A tertiary qualification in Social Work, Human Services, Social Science, Psychology, Business or similar.</li> <li>• Current Queensland driver's licence.</li> <li>• Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement.</li> <li>• Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; Hepatitis B [health team workers only] and COVID-19.</li> <li>• Three relevant references, including most recent Manager, if relevant.</li> </ul>		

<b>Skills &amp; Experience:</b>	<ul style="list-style-type: none"> <li>• At least 5 years' experience in a management role.</li> <li>• Experience in the development and delivery of housing and support programs to young people or similar community services.</li> <li>• Experience representing an organisation in the negotiation of funding agreements and contracts.</li> </ul>
<b>Personal Attributes:</b>	<ul style="list-style-type: none"> <li>• An ability to lead, direct and motivate and contribute in a positive way to the health of an organisation.</li> <li>• Ability to work independently exercising a high degree of initiative, judgement and decision making.</li> <li>• Strong analytical skills.</li> <li>• Personal drive and integrity.</li> <li>• Consultative and collaborative working attitude.</li> <li>• Commitment to a learning culture and ongoing professional development.</li> </ul>
<b>KEY RESULT AREAS – Roles and Responsibilities</b>	
<b>Leadership:</b>	<ul style="list-style-type: none"> <li>• Lead service delivery for BYS housing programs.</li> <li>• Work with the Executive Management Team in strategic planning and review of housing and homelessness programs and needs.</li> <li>• Contribute to the design, implementation and review of housing and support programs in order to achieve positive change for young people.</li> <li>• Participate in external networks and meetings, representing BYS.</li> <li>• Lead, monitor and update appropriate risk management systems to ensure the safety of staff and tenants.</li> <li>• Demonstrate leadership qualities including the ability to mentor, support and guide managers and staff.</li> <li>• Lead and model a culture of continuous improvement.</li> </ul>
<b>Service Delivery:</b>	<ul style="list-style-type: none"> <li>• Ensure the delivery of quality and integrated housing programs which are evidence informed and responsive to the needs of young people.</li> <li>• Ensure compliance of housing programs with SHS guidelines, the National Regulatory System for Community Housing [NRSCH] and the Residential Tenancies and Rooming Accommodation Act 2008, Human Services Quality Framework [HSQF] and other relevant legislation, standards and guidelines.</li> <li>• Maintain strong collaborative relationships with internal and external stakeholders.</li> <li>• Negotiate and monitor service agreements with funding bodies and ensure contractual obligations are met.</li> <li>• Provide strategic and operational advice to the Service Delivery Director and Executive Management Team.</li> <li>• Ensure BYS housing policies and procedures guide staff in the delivery of housing services.</li> <li>• Ensure integration and collaboration of housing programs with other BYS programs.</li> <li>• Develop and review all housing policies and procedures to ensure consistent quality practice.</li> <li>• Ensure the timely, consistent and accurate completion of client data records by all team members, including planned support and reviews, intake and outcomes assessment data, to contribute to monitoring, evaluation and reporting on program performance and outcomes.</li> <li>• Participate in quantitative and qualitative data collection, analysis and critical reflection to support BYS continual quality improvement, research and evaluation processes.</li> </ul>
<b>People, Culture, Safety:</b>	<ul style="list-style-type: none"> <li>• Oversee the recruitment, induction, development and performance management of housing services staff.</li> <li>• Model and drive a culture of respect, optimism, accountability, resilience in line with the organisation's values. Create and lead a trusting, cohesive environment where people can express opinions and those opinions are heard.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop and monitor performance plans, learning and development plans and self-care plans for team members.</li> <li>• Model ethical behaviours and consistently apply ethical standards to self and others.</li> <li>• Drive performance and accountability for achieving expected outcomes.</li> <li>• Protect and promote the rights of children and young people, including making decisions compatible with the <i>Human Rights Act 2019</i>; and responding to and reporting suspicions and disclosures of abuse or harm.</li> <li>• Employees must ensure a healthy and safe workplace for all by adhering to <a href="#">BYS Work Health and Safety Policy</a>, Procedures and Practices.</li> <li>• Support team induction processes including practice mentoring and shadowing opportunities for new team members and provide supervision for the team.</li> <li>• Provide effective supervision to all team members and maintain supervision records in line with BYS policies.</li> </ul>
<b>Administration:</b>	<ul style="list-style-type: none"> <li>• Manage all administrative functions relating to the role and BYS housing programs in accordance with relevant policies and procedures.</li> <li>• Monitor and report performance against contracted targets and liaise with funding bodies as required.</li> <li>• Submit and approve timesheets and leave requests accurately and on time on a fortnightly basis.</li> <li>• Maintain mandatory reporting in collaboration with the Line Manager.</li> <li>• Implement relevant service standards to ensure quality service provision.</li> <li>• Ensure appropriate records are created and maintained in accordance with relevant legislation and organisational policies;</li> <li>• Provide reports to the Executive Management Team and Board as required.</li> </ul>

*The changing demands of BYS's organisation requires it to have reasonable flexibility in stipulating the duties that you will undertake from time to time. You will be required to perform any other duties for which you have the appropriate skill and/or training which are assigned to you by BYS, and these responsibilities do not limit what may be reasonably be requested of an employee during the course of their employment. As the successful applicant, you are required to sign and date this Position Description to demonstrate your commitment to fulfil this role in accordance with the key result areas outlined above.*

<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	
<b>Manager Name:</b>		<b>Signature:</b>		<b>Date:</b>	