

POSITION DESCRIPTION

Position Title:	GENERAL MANAGER		
Position Type:	Full Time Contract Position (38 hours per week)		
Classification:	As Negotiated/dependent on experience and qualifications		
Reporting To:	Chief Executive Officer		
Reporting Staff:	Manager, Operations and Community Engagement Officer		
Employment Date:	March – December, 2019	Location:	Cairns, Far North Queensland

ABOUT ACHC

Access Community Housing Company Ltd (ACHC) was first established in 1991 and is a registered not-for-profit company limited by guarantee and governed by a Board of Directors. We are a registered Tier 2 community housing provider and receive funding from the Department of Housing and Public Works (DHPW) to provide a range of community managed housing programs including: Long Term Community Housing (LTH); Community Managed Studio Units (CMSU); and the Community Rent Scheme (CRS).

ACHC has now grown to be the largest Community Housing Provider in Far North Queensland, supporting some 1,200 tenants within a portfolio of about 600 properties that span locations from Mossman to Babinda. ACHC provides affordable accommodation to families, individuals and seniors who are on the DHPW Register of Need. We are passionate about our role in the community and have established a reputation for providing responsive housing solutions to eligible individuals and families who are otherwise at a disadvantage to secure and maintain appropriate housing independently. We work in partnership with local support agencies, government departments, real estate agents and investors to create positive housing outcomes for our tenants.

Our Values

At ACHC our values are the foundation of our work and influence every decision and action we take:

Respect	<i>Foster an environment of mutual respect, empathy and consideration for tenants, staff, contractors and partners</i>
Integrity	<i>Build trusting relationships with others through reliability, fulfilling our promises and always doing what is 'right' and fair</i>
People Focussed	<i>Understand and value people's needs and take account of these in striving to exceed expectations</i>
Equity	<i>Deliver a service that values individual differences and is inclusive of all in our community</i>
Accountability	<i>Honour our commitments, demonstrate ownership for achieving desired results and be responsible for our actions</i>

POSITION CONTEXT

This position has been created as a contract until the end of 2019 to allow the company to focus on *Partnering for Growth* and the plans the company has to build its property portfolio and provide input into a number of reviews and consultations being undertaken by the DHPW. The General Manager provides leadership to the operation of the company and the provision of tenancy and property services to tenants. The General Manager will have reporting responsibilities with the Manager Operations and the Community Engagement Officer. The General Manager will focus on the core business of the company, ensuring quality processes, the building of strong relationships with the community sector, industry bodies and government partners.

The General Manager is a member of the Leadership team and in the absence of the CEO will assume this position, ensuring that high quality service provision is consistently delivered in line with ACHC's vision and purpose. As a part of the leadership team we expect this position to role model positive behaviour, a strong commitment to quality work, a passion in community work, and a commitment to positive and solution focussed practice.

POSITION PURPOSE

The purpose of the General Manager position is to lead, develop and manage ACHC core business, ensuring that programs and services achieve all required compliance standards and regulations (such as the Housing Act, program specifications, NRS (National Regulatory System), the RTA legislation and the Department's policies for community housing etc.

The intention of the role is to add extra management responsibility delegation in the event that the CEO is not available; but also to support the CEO generally at a strategic level.

KEY RESPONSIBILITIES

1	Leadership	<ul style="list-style-type: none"> › Provide advice, coaching and leadership to staff as a member of the Leadership Team by initiating, contributing and renewing our strategies, projects and the way we do business › Support the CEO and represent the organisation at various events, forums and consultations › Investigate housing solutions and assist staff and direct reports to resolve issues in the best interest of the tenant and community's needs. › Oversee people management, recruitment and performance management across the company › Participate and contribute to the development of new business, projects which create additional housing opportunities, growth in the housing portfolio, possible funding opportunities and innovative practices › Contribute effectively to the operations of the organisation to support effective practice and a quality management procedures. › Provide leadership, management and direction to the Manager, Operations, and the Community Engagement Officer › Represent the company with the review of the Community Rent Scheme and consultations regarding <i>Partnering for Growth</i>
2	Stakeholder Engagement	<ul style="list-style-type: none"> › Foster, develop and monitor new and existing partnerships and collaborations with external key services, stakeholders and community leaders › Liaise with stakeholders to ensure effective and efficient implementation of ACHC strategic plan.

		<ul style="list-style-type: none"> › Operationalise strategic objectives by identifying new opportunities and monitoring external needs and gaps in service. › Engage and develop partnerships and collaborative efforts with Aboriginal and Torres Strait Islander community organisations, the Department of Housing and Public Works as well as other relevant local, state and federal government departments as required › Represent ACHC at relevant industry and service/stakeholder networks that will further the purpose and goals of ACHC
3	People Management	<ul style="list-style-type: none"> › Create a seamless experience for employees with HR support for every stage of the employee lifecycle, from recruitment to departure › Work with staff to ensure effective communication and relationship building that builds a positive work culture › Work with staff and the leadership team to ensure staff are appropriately trained and skilled to meet the future demands of the sector
4	Tenancy Engagement	<ul style="list-style-type: none"> › Propose and manage tenant engagement activities, programs and services in consultation with the Community Engagement Officer to support tenants and promote sustainable tenancies › Lead and participate in strategies that inform clients and provide communication opportunities for tenants › Support effective ways in integrating practice within the housing and homelessness services to support long term housing outcomes.
5	Data Management	<ul style="list-style-type: none"> › Ensure that all tenant information is properly protected in line with state/federal legislation and privacy and confidentiality policies and procedures › Support the implementation of the new data management system, ensuring that all staff are appropriately trained in its use
6	Workplace Health & Safety	<ul style="list-style-type: none"> › Identify and develop OH&S and Risk Management processes to maintain a safe working environment › Work with staff to recognise the importance of the organisation' OH&S and Risk Management strategies, processes and procedures.

CORE REQUIREMENTS

- › Demonstrated leadership skills and experience along with the ability to manage people, negotiate outcomes and advise on policies and processes;
- › High level written and verbal communication skills and the ability to maintain networks and to manage performance issues;
- › Demonstrated experience in working with individuals and families who identify as Aboriginal and Torres Strait Islander as well as with other culturally diverse communities;
- › Demonstrated knowledge of the local housing and homelessness, family violence, community health, drug and alcohol and mental health service systems;
- › High level skills in the operation of relevant computer systems including Microsoft products (Office, Excel, Outlook, PowerPoint etc.) and industry specific information management systems;
- › Queensland Drivers Licence.

APPLICATION

Your application **must** include the following details:-

Cover Letter (of no more than 2 pages) addressing the three (3) **selection criteria** and a current copy of your Résumé and must be received by 4pm Monday, **18 February**, 2019. Applications to be emailed to jobs@achc.org.au.

SELECTION CRITERIA

- **Demonstrated Leadership** - Identify roles that you have had that demonstrate capacity and competency to lead a team. Your response might include specific projects or innovations that you may have undertaken.
- **People Management** - Outline experience in leading people and performance management. For example you could discuss your communication style and demonstrate situations where you have exhibited effective negotiation skills and how it will be of benefit to this role.
- **Community Engagement** – Outline networks and links with support services that will assist staff and clients to sustain tenancies. You may mention examples of collaborative projects or activities in which you have participated within the sector.

CONDITIONS OF EMPLOYMENT

This is a full time contract position working 38 hours per week. Working days will generally be Monday to Friday between the hours of 8.00am and 5.00 pm, however work outside these standard hours may be required to meet the needs of the service. **The contract is until 31 December, 2019.**

Salary range for this position will be negotiated with the successful applicant and dependent on experience and qualifications.

Salary packaging a tax free amount is available to all ACHC employees (currently \$15,899 per annum). The amount available for salary packaging will be subject to Commonwealth legislation as it applies from time to time. ACHC offers salary packaging through an outsourced provider (currently RACV Salary Solutions).

Employer superannuation contribution is paid at 9.5%. Other conditions are as per ACHC's industrial agreement. Appointment is contingent on the satisfactory completion of a National Police Criminal Record Check and Child Related Employment Screening Check. This position is subject to a 3 month probationary period.

For a confidential discussion and further details please contact: Donna-Maree O'Connor, Chief Executive Officer on 07 4031 6702.