

POSITION DESCRIPTION:

Position Title:	MANAGER, PERFORMANCE & PEOPLE		
Position Type:	Full Time Permanent Position		
Classification:	As Negotiated/dependent on experience and qualifications		
Reporting To:	Chief Executive Officer		
Reporting Staff:	Housing Officers		
Date:	February, 2020	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 approximately 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

The Manager, Performance & People provides leadership to Housing Officers (presently a team of 10), promoting strategic outcomes for the organisation that enable continuous improvement and a high performing organisation.

The Housing Officers provide ACHC's tenants with advice, referrals and information that support and encourage tenants to sustain their tenancies in a healthy, safe way. They conduct regular inspections and maintain ACHC's properties and assets, ensuring that repairs, maintenance and upgrades are identified and completed to a high standard. Housing Officers are supported by a Team Leader, Housing and a Community Engagement Officer.

POSITION PURPOSE

The purpose of the Manager, Performance & People position is to lead and improve organisational effectiveness through improving productivity and driving a performance and strength based approach. The Manager, Performance & People will work with the other members of the leadership team to lead the organisation's strategy and corporate direction through a performance culture, co-operative working relationships and innovation.

KEY RESPONSIBILITIES

1	Leadership and Management	<ul style="list-style-type: none"> › Engage effectively as a member of the Leadership Team, participating and contributing to achieve strategic and operational plans, ensuring consistency and clarity to staff. › Lead and influence staff to develop a positive, accountable and customer focused organisational culture of performance. › Provide leadership, management and direction to Housing staff. › Prepare reporting requirements as requested in a timely and professional manner. › Undertake the further development of programs and services that will strengthen quality housing management, tenancy sustainability, compliance with Departmental requirements and registration as a Community Housing Provider.
2	Partnerships	<ul style="list-style-type: none"> › Build the partnership capacity of ACHC to deliver high quality, culturally competent programs and services that meet the ongoing needs of tenants, particularly those who have high and complex needs › Ensure ongoing liaison and engagement with the Department of Housing & 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 › Facilitate culturally sensitive engagement with individuals and families who identify as Aboriginal and Torres Strait Islander, as well as with other culturally diverse communities;
3	People Management	<ul style="list-style-type: none"> › Supervise and manage staff reports and ensure that staff are fostering effective relationships and communications across the organisation. › Manage all human resource functions for all housing staff, performance reviews and appraisals and identifying areas for improvement.

		<ul style="list-style-type: none"> › Manage and monitor training requirements and opportunities to ensure skills are maintained and match the needs of the organisation. › Coordinate the recruitment, induction and orientation processes for all new Housing staff. › Provision of accurate, timely and meaningful advice regarding performance of the housing team to the CEO and General Manager.
4	Change Management	<ul style="list-style-type: none"> › Identify innovation practices and strategies as part of a commitment to continuous improvement.
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 › Oversee all program, service and client information systems used within the housing portfolio, ensuring that all staff are appropriately trained in their use
6	Workplace Health & Safety	<ul style="list-style-type: none"> › Identify and develop OH&S and Risk Management issues and processes › Participate and contribute to ACHCs organisational OH&S and Risk Management strategies, processes and procedures.

APPLICATION

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

Cover Letter addressing the four (4) main elements under the **selection criteria** and a current copy of your Résumé

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 have achieved performance outcomes.
- **Knowledge, Skills and Expertise** - Identify relevant knowledge and skills, especially as it relates to managing a team. Your response might provide examples of the nature and extent of your experience, skills and your responsibilities with notable accomplishments or achievements.
- **Performance Management** - Outline experience in managing teams with reference to performance management. For example you could discuss your communication style and demonstrate situations where you have exhibited effective negotiation and change management skills.
- **Change Management** – Outline your capacity to develop and implement organisational change. You may mention examples of projects or processes where you have implemented change management strategies.

CONDITIONS OF EMPLOYMENT

This is a full time 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.

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 Access Pay).

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 6 month probationary period.

For a confidential discussion and further details please contact: Donna-Maree O'Connor, Chief Executive Officer on 07 4031 6702 or via email: dm.oconnor@achc.org.au