POSITION DESCRIPTION
Housing Industry Development Manager (Registration, Accreditation & Compliance)

Position Title:	Housing Industry Development Manager	**Division: Sector Development**	
Reports To:	Director – Sector Development		
Direct Reports:	Nil	**Location:** NSW Redfern or Remote working	

Position Purpose:	**Award and Level:**
The Housing Industry Development Manager	Grade 9/10

The Housing Industry Development Manager
(1) Support Aboriginal Community Housing Providers (ACHP) registration and ongoing compliance with the National Register of Community Housing, the Local Scheme, NSWALC Community Benefit Scheme Residential Accommodation (CBSRA) and AHO registrations.
(2) Build and maintain a bank of resources to improve quality outcomes for ACHPs who require support with the above.
(3) Working in partnership with ACHPs, Government and other ACCO's in delivering services to ACHPs, supporting continuous improvement, workforce development and quality outcomes.
(4) Administer group sessions, including CEO Forums, linking elements of the ACHIA NSW Coolamon Project Domains, enhancing ACHIA NSW future advocacy for the Sector.
(5) Project management of various projects as they arise, including the development of project material, administration of the project, consultation with the Sector and Sector partners and reporting on project progress and outcomes.
(6) Reporting to the Director Sector Developments and ACHIA NSW Leadership Team, any identified gaps, challenges or trends emerging across the Sector.
(7) Undertaking business as usual activities for the Sector Development Team, ensuring effective communication into and out of ACHIA NSW and the Sector more broadly.

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Key Accountabilities	Key activities
1. **Project Management** Understand and apply effective project planning, coordination and control methods	• Understand all components of the project management process, including the need to consider change management to realise business benefits • Prepare clear project proposals and accurate estimates of required costs and resources • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Identify and evaluate risks associated with the project and develop mitigation strategies • Identify and consult stakeholders to inform the project strategy • Communicate the project's objectives and its expected benefits • Monitor the completion of project milestones against goals and take necessary action • Evaluate progress and identify improvements to inform future projects
2. **Planning & Prioritising** Plan to achieve priority outcomes and respond flexibly to changing circumstances	• Understand the links between the business unit, organisation and sector agenda • Ensure business plan goals are clear and appropriate and include contingency provisions • Monitors progress of initiatives and makes necessary adjustments • Anticipate and assess the impact of changes, including government policy and economic conditions, on business plans and initiatives and respond appropriately • Consider the implications of a wide range of complex issues and shift business priorities when necessary

	• Undertake planning to help the organisation transition through change initiatives, and evaluate progress and outcomes to inform future planning
3. **Demonstrate accountability** Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	• Design and develop systems to establish and measure accountabilities • Ensure accountabilities are exercised in line with organisational and business goals • Exercise due diligence to ensure work health and safety risks are addressed • Oversee quality assurance practices • Model the highest standards of financial probity, demonstrating respect for public monies and other resources • Monitor and maintain business-unit knowledge of and compliance with legislative and regulatory frameworks • Incorporate sound risk management principles and strategies into business planning
4. **Delivers Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seeks and applies the expertise of key individuals to achieve organisational outcomes • Drive a culture of achievement, acknowledging input from others • Determine how outcomes will be measured and guide others on evaluation methods • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control business unit output to ensure government outcomes are achieved within budgets • Progress organisational priorities and ensure that resources are acquired and used effectively
5. **Commit to Customer Service**	• Take responsibility for delivering high-quality customer-focused

Provide customer-focused services in line with sector, organisational and project objectives	services • Design processes and policies based on the customer's point of view and needs • Understand and measure what is important to customers • Use data and information to monitor and improve customer service delivery • Find opportunities to cooperate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant customers within the community
6. **Working collaboratively** Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
7. **Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff & stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal

	• and external stakeholders • Anticipate and minimise conflict
8. **Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
9. **Manage Reform and Change** Support, promote and champion change and assist others to engage with change	• Support teams in developing new ways of working and generating innovative ideas to approach challenges • Actively promote change processes to staff and participate in communicating change initiatives across the organisation • Provide guidance, coaching and direction to others who are managing uncertainty and change • Engage staff in change processes and provide clear guidance, coaching and support • Identify cultural barriers to change and implement strategies to address these

QUALIFICATIONS AND EXPERIENCE	ESSENTIAL ROLE REQUIREMENTS

- Experience and knowledge working with Aboriginal and Torres Strait Islander people and communities.

- Tertiary qualifications in Social housing, Community Development or Business Management is highly regarded.

- Demonstrated knowledge and experience managing projects in the housing, property or community management and development sector, is essential.

- Experience in Aboriginal Community-Controlled Organisations is essential; additionally, experience in ACCO-led housing services is advantageous.

- Sound strategic and operational planning knowledge in the social housing landscape at state or national level, particularly understanding the challenges faced by Aboriginal housing operations. Understanding of logistical, ethical and human rights issues affecting Aboriginal people including knowledge of cultural protocols and track record of engagement.

- Microsoft Office Suite of products
- Proficient in computer operation and learning new systems
- Motor Vehicle Driver's License
- Satisfactory National Police Record Check
- Satisfactory Working with Children Check
- The role may involve travel both locally and regionally including overnight travel as required by the business
- Aboriginality – this is an identified position under Section 14(4) of the Anti-Discrimination Act 1977

CAPABILITIES (DERIVED FROM THE NSW GOVERNMENT CAPABILITY FRAMEWORK)

FOCUS CAPABILTIES - ESSENTIAL	BEHAVIOURAL INDICATORS
Manage and Develop People Engage and motivate staff and develop capability and potential in others	- Define and clearly communicate roles, responsibilities and performance standards to achieve team outcomes - Adjust performance development processes to meet the diverse abilities and needs of individuals and teams - Develop work plans that consider capability, strengths and opportunities for development - Be aware of the influences of bias when managing team members - Seek feedback on own management capabilities and develop strategies to address any gaps - Address and resolve team and individual performance issues, including unsatisfactory performance, in a timely and effective way

	• Monitor and report on team performance in line with established performance development frameworks
Optimise Business Outcomes	• Initiate and develop longer-term goals and plans to guide the work of the team in line with organisational objectives • Allocate resources to ensure the achievement of business outcomes and contribute to wider workforce planning • When planning resources, implement processes that encourage the attraction and retention of people of diverse cultures, backgrounds and experiences • Ensure that team members base their decisions on a sound understanding of business and risk management principles, applied in a public sector context • Monitor performance against standards and take timely corrective actions • Keep others informed about progress and performance outcomes
Inspire Direction and Purpose Communicate goals, priorities and vision, and recognise achievements	• Promote a sense of purpose, enabling others to understand the links between government and sector policy, organisational goals and public value • Build a shared sense of direction, clarify priorities and goals, and inspire others to achieve these • Work with others to translate strategic direction into operational goals and build a shared understanding of the link between these and core business outcomes • Create opportunities for recognising and celebrating high performance at the individual and team level • Instil confidence, and cultivate an attitude of openness and curiosity in tackling future challenges
Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence • Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs
Display Resilience and courage Be open and honest, prepared to express your views and willing to accept and commit to change	• Be flexible, show initiative and respond quickly when situations change • Give frank and honest feedback and advice • Listen when ideas are challenged, seek to understand the nature of the comment and respond appropriately • Raise and work through challenging issues and seek alternatives • Remain composed and calm under pressure and in challenging situations

COMPLEMENTARY CAPABILTIES – DERIVED FROM NSW GOVERNMENT CAPABILTIY FRAMEWORK

Act with Integrity

- Be ethical and professional, and uphold and promote ACHIA's values

Value Diversity and Inclusion

- Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives

Finance

- Understand and apply financial processes to achieve value for money and minimise financial risk

Technology

- Understand and use available technologies to maximise efficiencies and effectiveness

Procurement & Contract Management

- Understand and apply procurement processes to ensure effective purchasing and contract performance