

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

PROGRAM DELIVERY COORDINATOR

Location: Brisbane

Reports to: QLD Program Practice and Development Manager

Supervises: Nil

CHL Capability Band: #3

Primary Purpose:	The Program Delivery Coordinator is responsible for the coordination and implementation of Community Housing Limited's programs in Queensland. The role is responsible for the development, engagement and sustainability of strong housing communities with social diversity by fostering engagement initiatives to improve the health and well-being of disadvantaged people in the state.
Context:	This is a senior role leading key program or project areas that contribute to CHL's vision of a world without housing poverty. This role is a champion for CHL's values, vision and goals and promotes and drives commitment to the organisations strategic objectives. Staff working at this level are expected to manage work practices for the health and wellbeing of staff, promote and adopt a balanced and positive approach to work and promote a working environment free from harassment and discrimination
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	<p>Work within the State Management Team and in collaboration with operations to ensure the successful implementation of programs leading on quality and meaningful engagement with stakeholders. The Program Delivery Coordinator has responsibility for ~</p> <ol style="list-style-type: none"> 1. Development of program engagement strategies for Queensland 2. Leading on states communications, promoting services, facilitating information sessions and supporting the delivery of relevant strategies for projects and customers 3. Establishing and maintaining effective partnerships with government agencies, community organisations, research bodies and private sector businesses 4. Managing the program engagement budget, source partnerships to deliver financial contributions 5. Supporting staff to ensure engagement and program development is a core part of our service 6. Engaging closely with diverse communities to foster program engagement activities 7. Support the growth of Community Housing QLD Limited in collaboration with operations to deliver program and relevant community engagement initiatives 8. Drive a shared design and delivery model to ensure our practices support customer, stakeholder and community outcomes 9. Writing proposals, project briefs, business plans, grant applications and reports 10. Developing quality marketing and promotional materials to highlight CHL's services 11. Supporting effective communication with colleagues across CHL 12. Support the implementation of National, State Strategic, Business and Operational Plan(s). 13. Providing additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	<ul style="list-style-type: none"> • Five years' experience in strategic development and implementation of community development and engagement programs • Experience of program design, development and co-ordination; knowledge of the social enterprise sector • Track record of establishing and developing strategic partnerships with external organisations • Commitment to the right of every person to good quality housing and a sense of belonging • Current Driver's Licence • Satisfactory Police and Working With Children's Checks
Key Capabilities:	<p>Embraces Diversity – Effectively engages people from diverse backgrounds in the workplace and community</p> <p>Solves Problems – Monitors programs, identifies potential problems, and develops and implements collaborative solutions</p> <p>Project Management – Responsible for project management and delivery to meet time, budget and quality outcomes.</p> <p>Resilience – Role models responding to day-to-day</p> <p>Strategic Thinking - Engages in strategic planning and uses resources to achieve CHL's aims and goals</p> <p>Self Awareness – Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve</p> <p>Teamwork – Builds co-operation and overcomes barriers to information sharing, communication and collaboration</p> <p>Listens, Understands, Adapts – Seeks to fully understand the audience, is empathetic and ensures communication style is adaptive to meet other's needs</p> <p>Nurtures Relationships – Builds and sustains relationships within CHL, across the community housing industry and with a diverse range of external stakeholders</p> <p>Integrity – Understands and models CHL's social, ethical and organisational standards and responsibilities in all interactions</p> <p>Financial Management – Effectively manages relevant financial processes and reporting. Assists with budget reviews and works to established budgets. Is aware of and understands financial delegation principles and processes</p> <p>Autonomy – Understands what is required, structures time and tasks and delegates appropriately to achieve outcomes</p>