

# POSITION DESCRIPTION

## STATE MANAGER

Location: Melbourne, VIC

Reports to: Chief Operations Officer

Supervises: Nil

CHL Capability Band: #4



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

<b>Primary Purpose:</b>	The State Manager has leadership, responsibility and accountability of CHL's performance including housing and homelessness services, strategic asset management, maintenance service delivery & facilities management and customer service delivery across the State.
<b>Context:</b>	This is a leadership role driving CHL's mission, values, vision and goals. Senior leaders are expected to build and promote a safe, healthy and respectful environment that is free from harassment and discrimination while creating opportunities for, and role modelling work life balance
<b>Work Health &amp; Safety:</b>	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
<b>Responsibilities:</b>	<ol style="list-style-type: none"> <li>1. <b>Operational Management and oversight</b> <ul style="list-style-type: none"> <li>• Oversee the day-to-day operations including housing and homelessness services, maintenance service delivery, facilities management (where applicable), strategic asset management, Community Engagement and Development Initiatives and customer service delivery.</li> <li>• Drive operational efficiencies and a culture of continuous improvement.</li> <li>• Monitor performance metrics and implement operational improvement initiatives.</li> <li>• Monitor and evaluate the effectiveness of programs and implement necessary adjustments to best position CHL, its customers and community.</li> <li>• Foster a culture of customer service-centric delivery and implement initiatives to improve the customer experience and tenant satisfaction</li> </ul> </li> <li>2. <b>Financial Management and oversight</b> <ul style="list-style-type: none"> <li>• Monitor and manage operational expenditure in line with established budgets.</li> <li>• Maximise income opportunities and continually explore and pursue efficiencies.</li> <li>• Monitor and maintain financial sustainability and profitability.</li> </ul> </li> <li>3. <b>Regulatory and contractual compliance</b> <ul style="list-style-type: none"> <li>• Ensure compliance with state and federal housing regulations, legislation and policy.</li> <li>• Ensure compliance with contractual obligations through implementing monitoring and control processes.</li> <li>• Stay informed about changes in legislation</li> </ul> </li> <li>4. <b>Strategic Planning and Development</b> <ul style="list-style-type: none"> <li>• Contribute to the development of state strategic plans and implement initiatives to achieve plan objectives.</li> </ul> </li> <li>5. <b>Stakeholder Engagement &amp; Advocacy</b> <ul style="list-style-type: none"> <li>• Build and maintain relationships with local and state government agencies, community organisations, partner organisations and other key stakeholders.</li> <li>• Advocate for community needs and for the Community Housing sector and represent the Organisation with local stakeholders and sector peak.</li> </ul> </li> <li>6. <b>Staff Management and Development</b> <ul style="list-style-type: none"> <li>• Foster a positive work environment and promote professional development opportunities.</li> <li>• Conduct performance evaluations and provide feedback to staff members.</li> </ul> </li> <li>7. <b>Quality Assurance and Risk Management</b> <ul style="list-style-type: none"> <li>• Foster a culture of continuous improvement.</li> <li>• Establish and monitor quality assurance processes to ensure high quality service delivery standards and conduct regular audits and assessment to evaluate program performance.</li> <li>• Identify potential risks and develop strategies to mitigate these and monitor and report against identified risks and risk mitigation strategies.</li> </ul> </li> <li>8. <b>Reporting and Accountability</b> <ul style="list-style-type: none"> <li>• Prepare reports for key internal and external stakeholders.</li> <li>• Track and report on key performance indicators for housing and homelessness programs.</li> <li>• Ensure transparency and accountability in all operational aspects and programs.</li> </ul> </li> </ol>

<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary qualification</li> <li>• Minimum 5 years' experience as a senior manager in community or social services, property services or related government department</li> <li>• Thorough understanding of and clear commitment to best practice, policy &amp; legislation in the housing sector</li> <li>• Current Driver's Licence</li> <li>• Satisfactory Police, Working With Children's Checks and NDIS worker screening</li> </ul>
<b>Key Capabilities:</b>	<p><b>Client Focus</b> – Fosters and drives a culture of excellence in service delivery. Maintains high-level awareness of client issues as they relate to service provision</p> <p><b>Achieves Results</b> – Drives a culture of achievement and fosters a quality focus. Demonstrates a drive to achieve beyond expectations.</p> <p><b>Resilience</b> – Role models responding to challenges with a high level of resilience and persistence.</p> <p><b>Leadership</b> – Engages and inspires others in the strategic direction of the work area, encourages their contribution and communicates expected outcomes</p> <p><b>Self Awareness</b> - Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve</p> <p><b>Business &amp; Political Acumen</b> – Understands CHL's complete business cycle including developing and executing of strategy. Keeps up to date with legal, regulatory, market and technological developments.</p> <p><b>Communication</b> – Communicates in a way that engages, persuades and impresses a wide range of internal and external audiences</p> <p><b>Nurtures Relationships</b> – Builds and sustains relationships within CHL, across the community housing industry, the government and a diverse range of external stakeholders. Identifies and manages critical relationships to ensure CHLs objectives and deliverables are enhanced</p> <p><b>Integrity</b> – Champions at the highest level for adherence to CHLs standards, promoting a culture of integrity and professionalism. Challenges personal and organisational breaches of values and standards</p> <p><b>Financial Management</b> – Oversees CHL's budget and key program budgets, reviews financial performance and ensures availability of adequate resources. Ensures adherence to CHL's financial delegations</p>