

## CatholicCare NT Role Description

Position Title	Housing Manager
<b>Position Number</b>	CC2563
<b>Salary</b>	Base Salary SCHADS Level 8 Plus superannuation guarantee, 17.5% leave loading and salary packaging option
<b>EFT</b>	Full time 38 hours per week
<b>Location</b>	Crerar Road Berrimah, Darwin
<b>Commencement</b>	4 June 2025
<b>Completion</b>	Ongoing – Subject to Funding
<b>Last Reviewed</b>	May 2025

### 1. Program Description

CatholicCare NT (CCNT) is seeking an experienced and dynamic Manager to lead the development and implementation of Housing Initiatives and management of our Visitor Accommodation facility.

CatholicCare NT is a registered Community Housing Provider, and currently operates a 180-bed short stay facility at Crerar Rd, Berrimah.

Reporting to the Director, the Manager will be responsible for proactively driving CCNT's housing agenda through implementing a housing model for Crerar Road, and identifying future opportunities for CCNT to contribute to increasing social housing options for people in the NT. The Manager will provide strategic direction to ensure the successful delivery of social/community housing projects, as well as overseeing the day-to-day operations of the Crerar Road facility.

The Manager will ensure the delivery of person centred, high quality and sustainable housing services.

### 2. Purpose of the Position

The Manager will work collaboratively with CCNT Executive to:

- Provide Senior leadership and management to the Visitor Accommodation Centre to support continual service alignment with CCNT mission and values, and to build integration of the service with other relevant CCNT services, the Diocese and other community services.
- Build and sustain local connections with stakeholders to support operations and the development of new services.
- Work closely with Government and non-government stakeholders and funding bodies, and understand funding landscape for housing in the NT. Assist with grant applications to enhance probability of grant approval/funding successes.
- Ensure compliance with government/legislation, CHP guidelines and WHS requirements, Safeguarding Children are understood by staff and are met.
- Monitor and oversee housing programs and projects, funding, income, budgets and expenditures in conjunction with the Chief Financial Officer.

- Effectively lead, mentor, manage and support team including acting as a point of escalation for complex situations.
- Provide accurate and timely reports on relevant business activities.

### 3. Organisational Relationships

The Housing Manager reports to the Director CCNT. The Manager will work closely with the GM Corporate Services, GM Quality Systems, Financial Wellbeing & Housing Support Manager and the Properties team. The Operations Manager Crerar Road will report to the Housing Manager.

### 4. SCHADS Level 8 Characteristics

- Subject to broad direction from senior officers and will exercise managerial responsibility for the organisation's relevant activity.
- May operate as a senior specialist providing multi-functional advice either to various departments or directly to the organisation.
- Subject to broad direction from management/the employer and will exercise managerial responsibility for an organisation.
- May operate as a senior specialist providing multi-functional advice to other professional employees, the employer, Committee or Board of Management.
- Involvement in the initiation and formulation of extensive projects or programs, which impact on the organisation's goals and objectives.
- Involved in the identification of current and future options and the development of strategies to achieve desired outcomes.
- Providing financial, specialised, technical, professional and/or administrative advice on policy matters within the organisation and/or about external organisations such as government policy.
- Required to develop and implement techniques, work practices and procedures in all facets of the work area.
- High level of proficiency in the application of theoretical approaches in the search of optimal solutions to new problems and opportunities, which may be outside of the original field of specialisation.
- Responsibility for decision-making within the constraints of organisational policy and require the employees to provide advice and support to all facets of the organisation.
- Will have significant impact upon policies and programs and will be required to provide initiative, and have the ability to formulate, implement, monitor and evaluate projects and programs.
- Positions at this level may be identified by the significant independence of action within the constraints of organisational policy.

### 5. Key Responsibilities and Performance Standards

#### 5.1 Review business case and business plan for Crerar Road which is a mix of Visitor Accommodation and long-term housing.

- Collect and analyse data to review business case, business plan and direction for Crerar Rd
- Calculate and report ROI (Return on Investment), potential Risks, Controls to address identified risks and a rationale that will support ongoing viability.

- Develop and deliver a clear Crerar Rd operational strategy to align with CCNT's mission and values.

**5.2 To provide leadership and management to the Visitor Accommodation Centre to support the service to align with CCNT mission and values, and to build integration of the service with other relevant CCNT services, the Diocese and other community services.**

- Review and align current practices of the Visitor Accommodation to ensure that services are participant centred, safe and responsive to community need.
- Identify and support opportunities to continually improve services delivered at Crerar Rd.
- Support development of a culture that has a focus on participant and staff safety.
- Integrate Transitional Housing services into the broader Crerar Rd Operational landscape
- Integrate other relevant CCNT services into Crerar Rd.

**5.3 To analyse the Northern Territory and Australian Government's funding landscape, and strategies the CCNT Housing Program to best take advantage of new grants and opportunities available for long-term project funding**

- Analyse different housing formats, options and strategic avenues to advise alignment with CCNT strategic plan and existing property portfolio/resources.
- Develop a broader Needs Analysis which will provide a foundation for recommendations, considering current services and programs being provided across the Northern Territory.
- Develop narrative to support stakeholder presentations and grant applications.

**5.4 Build and sustain local connections with stakeholders to support operations and the development of new services.**

- Develop relationships with a range of Stakeholders in order to understand current functioning of Crerar Rd and how it can be best utilised to meet community needs.
- Engage with Stakeholders to assess current needs in relation to housing and the possible role Crerar Rd could play within this landscape.
- Attend Government, stakeholder, peak-body and other community meetings to learn the latest sector information, and network and advocate for CCNT's housing programs.

**5.5 Ensure compliance with government regulations/legislation, CHP guidelines and WHS requirements, Safeguarding Children and Reconciliation Action Plan are understood by staff and are met.**

- Ensure that robust audit processes are in place and continually monitored.
- Support staff to understand and be familiar with standards.
- Align service delivery to CCNT Strategic Plan and Climate Action Plan.

**5.6 Monitor and oversee program funding, housing income, budgets, and expenditures in conjunction with the Chief Financial Officer**

- Support the Operations Manager of Crerar Rd to manage budgets and resources to ensure viability of the service.

- Develop a financially viable model for an integrated Community and Transitional housing, and short-term accommodation precinct at Crerar Rd

#### **5.7 Effectively lead, mentor, manage and support team including acting as a point of escalation for complex situations.**

- Provide leadership and coaching support to the Crerar Road team.
- Provide direct supervision to the Operations Manager of Crerar Road.
- Support the team to respond to critical incidents and to work collaboratively with other CCNT services in responding to incidents.

#### **5.8 Provide accurate and timely reports on relevant business activities**

#### **5.9 Participate in Supervision and Evaluation activities by:**

- Actively participating in evaluation activities.
- Attending supervision to reflect and review case management practices as per CatholicCare NT policy.

#### **5.10 Safeguarding Children**

Our organisation takes child protection seriously, and as an employee/volunteer of CatholicCare NT, you are required to meet the behaviour standards outlined in our Safeguarding Children and Young People Policy (ORG/SP/P030). You will have received a copy of this policy as part of your induction. You can also access a copy of this policy via the Intranet.

All staff are to provide a service in line with our safeguarding children policies and procedures and are required to report any concerns of abuse and neglect toward children and young people to the relevant authorities as per policy and procedure. Any criminal charges or convictions received during the course of employment/ volunteering that may indicate a possible risk to children and young people must be reported to the relevant Line Manager within forty eight (48) hours.

### **6. Personal Attributes**

The incumbent must maintain strict confidentiality in performing the duties of the role and must demonstrate the following personal attributes:

- Compassion, empathy, sense of justice and tolerance.
- Demonstrated organisational fit with ability to work within a culture and values framework.
- Team player with ability to work with others in a spirit of trust, respect, reflection and accountability.
- Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required.
- Ability to represent CCNT in a culturally appropriate and professional manner at all times.

### **7. Work Conditions**

The Housing Manager is located in closed office area however it will involve working across the Darwin City and Crerar Rd sites on a regular basis.

#### 8. Selection Criteria

- 1) Bachelor's degree in business administration, social work, or a related field.
- 2) Minimum of 5 years' experience in property, social housing or visitor accommodation management, including staff management and budget management.
- 3) Strong understanding of the social/community housing and visitor accommodation sector, including legislation, regulations, and best practices.
- 4) Demonstrated experience in Grant Writing and funding management
- 5) Excellent communication, interpersonal, and leadership skills.
- 6) Ability to develop and implement strategic plans and manage budgets.
- 7) Demonstrated experience in building and maintaining positive relationships with stakeholders.
- 8) Ability to work collaboratively with other senior managers and staff.
- 9) Strong analytical and problem-solving skills.

#### 9. Special Conditions

- 1) Must be an Australian Citizen or have unlimited work rights within Australia.
- 2) This position is subject to a satisfactory criminal history check that must demonstrate that you have not had inappropriate dealings with children, or been charged or convicted of a domestic violence offence.
- 3) Valid NT Drivers Licence and Ochre Card
- 4) This position requires you to apply for a Working with Children Clearance/Ochre Card prior to your employment commencement date and send us receipt of payment. This will be at your own cost.
- 5) If you have resided in an overseas country for 12 months or more in the past 10 years, this position requires you to complete an International Criminal History check (IHC) prior to your employment commencement date. The outcome of the initial screening check must be satisfactory.
- 6) This position is classified as a mandatory worker position for the purpose of NT Chief Health Officer directives.
- 7) Six-month probation period.
- 8) Non-smoking working environment.
- 9) The contact details of at least two referees are required.
- 10) Evidence of qualification attainment will be required.
- 11) Aboriginal people are strongly encouraged to apply.