

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

NATIONAL SDA PROGRAM MANAGER

Location: Victoria

Reports to: National Operations Manager

Supervises: 1

CHL Capability Band: #3

Primary Purpose:	The National SDA Program Manager leads the strategic and operational delivery of CHL's SDA services nationally, ensuring excellence in compliance, contract management, stakeholder engagement, and service innovation. This role is responsible for driving continuous improvement across SDA functions, including governance, payments, analytics, marketing, and portfolio performance. The position plays a critical role in aligning CHL's disability service delivery with national standards and strategic objectives, while fostering strong partnerships and promoting CHL's leadership in the sector.
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 organisation's 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>Working collaboratively with national and state management teams, the National SDA Program Manager will –</p> <ol style="list-style-type: none"> 1. Compliance & Governance <ul style="list-style-type: none"> • Manage CHL's NDIS compliance requirements, including coordination of provider registrations and audits and maintenance of the documentation register. • Ensure CHL meets all NDIS Commission and NDIA requirements, including SDA dwelling enrolments. • Monitor regulatory changes and advise on strategic adjustments to maintain compliance and mitigate risk. • Ensure all operations comply with WHS legislation and CHL health and safety policies. 2. Relationship Management <ul style="list-style-type: none"> • Represent CHL in national disability sector meetings and with key stakeholders. • Build and maintain productive relationships with internal teams and external partners. • Actively manage critical relationships to enhance CHL's reputation and service delivery outcomes. 3. Contract Management <ul style="list-style-type: none"> • Manage SDA related contracts, ensuring obligations, deliverables, and timelines are met. • Monitor contract performance and compliance, escalating risks or issues as needed. • Support contract negotiations and renewals in collaboration with legal and procurement teams. • Maintain accurate records of contract terms, amendments, and associated placement data. 4. Advertising & Marketing <ul style="list-style-type: none"> • Lead key marketing initiatives in collaboration with communications and marketing teams to promote CHL's SDA portfolio. • Develop and implement targeted campaigns to raise awareness and drive engagement with SDA services. • Ensure marketing materials are accurate, compliant, and aligned with CHL's brand and strategic goals.

	<ul style="list-style-type: none"> • Monitor campaign performance and adjust strategies to improve reach and impact. <p>5. Projects, Strategy, and Change</p> <ul style="list-style-type: none"> • Lead strategic initiatives to improve SDA service delivery and operational efficiency. • Provide guidance on emerging challenges and support change initiatives aligned with CHL’s strategic goals. • Contribute to broader CHL objectives, including community development, social impact, and business growth. <p>6. Payments</p> <ul style="list-style-type: none"> • Oversee effective administration of NDIA portals, including payment-related processes tied to dwelling enrolments and service bookings. • Identify and address service delivery concerns such as delayed payments or data accuracy. <p>7. Analytics & Engagement</p> <ul style="list-style-type: none"> • Deliver monthly and ad hoc reporting to support operational transparency and decision-making. • Conduct regular assessments of CHL’s NDIS operations to maintain best practice. • Evaluate sector trends and internal performance to inform strategic planning.
<p>Technical Skills, Experience & Qualifications:</p>	<ul style="list-style-type: none"> • Degree qualification in housing, management, project management or similar field • Minimum 3 years’ experience in a management role within the community and public housing sectors • Current Real Estate Licence (desirable) • Demonstrated staff management and leadership experience in fostering and maintaining a successful team environment, including when teams are working remotely • Demonstrated experience working in compliance with government contracts to achieve required outcomes • Commitment to the right of every person to good quality housing • Current Driver’s Licence • Satisfactory Police, Working with Children and NDIS Checks
<p>Key Capabilities:</p>	<p>Client Focus - Fosters a culture of excellence in service delivery. Maintains high level awareness of client issues as they relate to service provision</p> <p>Achieves Results - Enables the achievement of quality outcomes by identifying and removing potential barriers to success</p> <p>Resilience - Motivates and supports teams to achieve CHL's objectives even in difficult circumstances</p> <p>Continuous Improvement - Assists and guides others to address emerging challenges, strategies and risks and generate support for change initiatives in a continuous improvement environment</p> <p>Leadership – Actively manages staff performance, addresses and resolves team and individual performance issues</p> <p>Self-Awareness - Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve</p> <p>Decision Making – Demonstrates decisiveness and actively approaches others in different work areas to assist and enhance business relationships</p> <p>Guides, Mentors, Learns - Identifies and develops talent. Encourages and motivates people to engage in continuous learning and empowers them by delegating responsibility</p> <p>Nurtures Relationships - Builds and sustains relationships within CHL, across the community housing industry, the government and with a diverse range of external stakeholders. Identifies and manages critical relationships to ensure CHL's objectives and deliverables are enhanced</p> <p>Integrity- Emphasises and role models integrity and alignment with CHL's values and policies, confronting behaviours or actions of others which are at odds with the organisation's values, holds people accountable and initiates and supports corrective actions</p> <p>Professionalism & Accountability - Ensures there are systems in place to establish and measure accountabilities. Integrates professional expertise throughout CHL and shares own expertise to improve performance and delivery of outcomes</p>