

# POSITION DESCRIPTION



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

## State Operations Manager

**Location:** CHL Office

**Reports to:** State Manager

**Supervises:** Housing Services Coordinator/s

**CHL Capability Band:** #3

<b>Primary Purpose:</b>	The State Operations Manager (SOM) has operational oversight of all customer services and programs within the state to ensure quality service provision to customers. The SOM is responsible for all operational staff and is a point of escalation for complex issues.
<b>Context:</b>	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
<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>	<p>Services includes property management and tenancy programs, homelessness services, accommodation support and funded programs or contracts. The SOM is responsible for service delivery, partnership management and maintaining successful networks across CHL services in the state with respect to relevant contracts, legislation, organisational procedures and best practice. Working collaboratively within the state management team, the SOM has responsibility for ~</p> <ol style="list-style-type: none"> <li>1. Providing quality services to customers.</li> <li>2. Managing programs to meet compliance, contractual, reporting and CHL requirements, in coordination with the Program Development Manager (PDM)</li> <li>3. Implementing the State Operational Plan(s).</li> <li>4. Effective management of staff including: performance and compliance requirements; staff appraisals, supervision and development; and HR records management</li> <li>5. Ensuring timely and accurate data collection and reporting in accordance with contractual requirements, performance indicators, legislation and CHL reporting guidelines</li> <li>6. Contributing to state planning and resourcing; implementing and working within budgetary constraints</li> <li>7. Working with the PDM to create and maintain effective partnerships with external bodies</li> <li>8. Contributing to the broader aims of CHL including community development, social impact, business development and growth</li> <li>9. Additional appropriate support to wider team and organisation</li> </ol>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Qualifications in social housing, management, or related discipline</li> <li>• Minimum 3 years' experience in property and tenancy management including an understanding of the community and public housing sectors, and familiarity with relevant legislation</li> <li>• Current Real Estate Licence (desirable)</li> <li>• Awareness of and sensitivity to the needs of people who are in housing crisis and/or have special needs/disabilities and/or a thorough understanding of local Aboriginal issues, including social and historical context</li> <li>• Demonstrated understanding of the causes of homelessness.</li> <li>• Demonstrated staff management and leadership experience including fostering and maintaining a successful working team environment, including when teams are working remotely</li> <li>• Demonstrated experience managing compliance with government contracts to achieve required outcomes</li> <li>• Current Driver's Licence</li> <li>• Satisfactory Police and Working With Children's Checks, NDIS Worker Screening</li> </ul>

<p><b>Key Capabilities:</b></p>	<p><b>Client Focus</b> – Fosters 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> – Enables the achievement of quality outcomes by identifying and removing potential barriers to success</p> <p><b>Resilience</b> – Motivates and supports teams to achieve CHL’s objectives even in difficult circumstances</p> <p><b>Continuous Improvement</b> – Assists and guides others to address emerging challenges, strategies and risks and generate support for change initiatives in a continuous improvement environment</p> <p><b>Leadership</b> – Actively manages staff performance, addresses and resolves team and individual performance issues</p> <p><b>Self Awareness</b> – Critically analyses own performance and behaviour, their impact on others and seeks feedback to improve</p> <p><b>Decision Making</b> – Demonstrates decisiveness and actively approaches others in different work areas to assist and enhance business relationships</p> <p><b>Guides, Mentors, Learns</b> – Identifies and develops talent. Encourages and motivates people to engage in continuous learning and empowers them by delegating responsibility</p> <p><b>Nurtures Relationships</b> – 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><b>Integrity</b> – 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><b>Professionalism &amp; Accountability</b> – Accepts responsibility for actions of staff and teams under area of authority and 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>
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