

# POSITION DESCRIPTION

## STATE MANAGER

Location: Brisbane or Gold Coast, QLD  
 Reports to: Country Manager Australia  
 Supervises: Nil  
 CHL Capability Band: #4



COMMUNITY HOUSING LTD  
 GROUP OF COMPANIES

<b>Primary Purpose:</b>	The State Manager has ultimate leadership and responsibility for CHL's housing and homelessness services across the State and is responsible for driving business development and growth in 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. Strategic leadership of state operations</li> <li>2. Represent the CHL Group of Companies in the state</li> <li>3. Identify and develop diverse business growth opportunities</li> <li>4. Manage and enhance commercial partnerships and stakeholder relationships</li> <li>5. Actively participate in senior management group and contribute to organisational improvements and policy development</li> <li>6. Lead the state Management Team to ensure collaboration across all operational areas</li> <li>7. Position the organisation as an industry leader in the state</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>Innovation &amp; Creativity</b> – Applies creative thinking and provides leadership that drives innovate alternatives and solutions and emphasises the value of continuous improvement</p> <p><b>Strategic Thinking</b> – Considers multiple perspectives and risks when assessing key issues and develops solutions with long-term viability for CHL and the communities we serve</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. Defines CHL's business plans with reference to key financial indicators. Ensures adherence to CHL's financial delegations</p>