

POSITION DESCRIPTION



COMMUNITY HOUSING LTD
GROUP OF COMPANIES

ENGAGEMENT COORDINATOR

Location: Victoria

Reports to: State Operations Manager

Supervises: SDA Housing officer

CHL Capability Band: 2

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| Primary Purpose: | Working closely with the State Manager, Project Services, Marketing and Operations, the Engagement Coordinator will be the key liaison point with internal and external stakeholders during pre-project phase, project development and delivery of appropriate housing for people with disabilities under the Specialist Disability Accommodation (SDA) model. |
| Context: | This is an important role contributing to CHL's vision of a world without housing poverty and is a role model for CHL's values, vision and goals. Staff working at this level are expected to manage work practices for the health and wellbeing of staff and promote and adopt a balanced and positive approach to work. |
| 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>The responsibilities of the position include:</p> <ol style="list-style-type: none"> 1. Engagement and marketing duties to promote and engage key stakeholders in the Specialist Disability Accommodation (SDA) component of a large-scale public housing renewal project. 2. SDA project engagement and marketing including working with developers, Supported Independent Living (SIL) providers and advocacy groups on broad promotional strategies 3. Marketing the project and networking to attract eligible NDIS participants to take up opportunities to live in this new state of the art housing 4. Provide expert knowledge to the Learning & Development team to assist in the development and coordination of staff training modules in relation to SDA including working with participants and SIL providers 5. Liaising with all relevant teams in relation to SDA policy and program development and lessons learned upon project completion 6. Effectively lead, mentor, manage and support housing staff member including acting as a point of escalation for complex situations 7. Establishing the CHL-SIL Provider "Community of Practice" 8. Providing additional appropriate support to wider team and organisation |
| Technical Skills, Experience & Qualifications: | <ul style="list-style-type: none"> • Demonstrated experience in stakeholder management, marketing and networking • Knowledge and understanding of Specialist Disability Accommodation • Commitment to the right of every person to good quality, appropriate housing • Current Driver's Licence (mandatory) • Satisfactory Police, Working with Children and NDIS Checks • Demonstrated knowledge of the disability and housing sectors preferred but not essential |
| Key Capabilities: | <p>Client Focus – Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p>Solves Problems – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems</p> <p>Continuous Improvement – Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary</p> <p>Guides, Mentors, Learns – Displays ongoing commitment to learning and development of self and others</p> <p>Communication – Confidently communicates with a range of audiences ensuring messages are concise, articulate and impactful using the most appropriate methods of communication</p> <p>Nurtures Relationships – Builds and sustains relationships within CHL across the community housing industry and with a diverse range of external stakeholders</p> <p>Integrity – Understands and models CHL's social, ethical and organisational standards and responsibilities in all interactions</p> <p>Engages with Risk – Understands identified risks and operates within approved processes and policies, seeking advice when required. Ensures risks are reported on and corrective actions identified</p> |

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| | Autonomy – Manages time and uses tools effectively to assist with planning and organising, referring to supervisors as required |
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