



## POSITION DESCRIPTION

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| <b>Position Title:</b>      | Director – Leading Practice   |
| <b>Organisation:</b>        | Community Housing Industry Association Victoria   |
| <b>Work Location:</b>       | Flexible location with some on site days required at 1/128 Exhibition Street, Melbourne |
| <b>Employment Type:</b>     | Fixed Term, to 22 September 2023  |
| <b>Salary Range:</b>        | To be negotiated  |
| <b>Time Fraction:</b>       | Full time/38 hours per week   |
| <b>Position reports to:</b> | Chief Executive Officer   |

### Community Housing Industry Association Victoria – CHIA Vic

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The Community Housing Industry Association Victoria (CHIA Vic) is the peak body that represents the not-for-profit community housing sector in Victoria. CHIA Vic works to lead, enable and support the community housing sector to provide disadvantaged Victorians with the dignity of safe, secure and appropriate housing.

CHIA Vic's member community housing organisations (CHOs) include all the organisations registered as housing associations or housing providers under the Victorian regulatory framework plus other non-registered providers. These registered CHOs make up an integral part of Victoria's social housing system, managing more than 20,000 units of rental property.

### CHIA Vic Vision & Mission

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**Vision:** A thriving Victoria where everyone has the safety and dignity of a home – the foundation for opportunity.

**Mission:** To lead and enable a diverse and dynamic community housing sector that is integral to the housing system.

For more information, please look at our website [www.chiavic.com.au](http://www.chiavic.com.au)

### Position Summary

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This is a key leadership role that works collaboratively across CHIA Vic and its membership to support leading practice in community housing service delivery. Additionally, this position provides

subject matter expertise on social housing management. This includes providing advice to member organisations, contributing to training development, creating resources to support changes to policy and practice and advocating to government for legal, regulatory and contractual changes to support the efficient operations of the sector.

This role, along with the other senior leadership roles, supports the CEO by contributing to long term and strategic planning and managing and supporting other CHIA Vic staff.

## **Hours of work**

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This is a full time, fixed term position of 38 hours per week to 22 September 2023.

## **Accountabilities**

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### **Leading Practice**

Manages a small team of project staff to:

- Support an ethical and outcomes focused culture within the community housing sector and work collaboratively with the sector to support continuous practice improvement.
- Provide assistance to members when facing challenges in tenancy management.
- Develop policies, practice guidance and other resources to support leading practice and deliver strategies to disseminate and embed use within the community housing sector.
- Provide advice to CHIA Vic, the Board, members and stakeholders on policy and practice related to social housing management.
- In conjunction with the sector, develop leading practice policies and practice guidelines and disseminate them through the sector.

### **Project Development & Management**

- Identify gaps and undertake relevant research to develop projects to advance CHIA Vic's work.
- Manage external and internal projects to a high standard.

### **Communications**

- Work with communications staff to develop communication materials to disseminate and promote leading practice.
- Participate in the planning and organising events to promote leading practice, e.g. CHIA Vic Conference; and
- Provide relevant content for media releases, E-Bulletins and other communications.

### **Leadership**

- Participate in CHIA Vic's senior leadership team and other activities as directed by the CEO.
- Represent CHIA Vic in consultations and forums at a high level.

## **Key Selection Criteria**

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1. Demonstrated understanding of the broad housing market and the role of social housing.
2. Experience working within the social housing systems and an understanding of tenancy management services.
3. Demonstrated experience in leading teams and working constructively to use initiative with minimal supervision.
4. Demonstrated experience in working collaboratively to identify and drive industry leading practice.
5. Demonstrated experience in developing and drafting policies.
6. Highly developed communication, interpersonal and customer/members relation skills.
7. Demonstrated ability to prioritise work, complete tasks accurately and maintain up to date, accurate records.
8. Project management skills and experience.
9. Commitment to social justice and the mission and vision of CHIA Vic.

## **Additional/Desireable Criteria**

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Demonstrated subject matter expertise in operational tenancy management issues, the RTA and VCAT and/or experience developing policies and practice guidance in these areas will be highly regarded.

## **General Conditions of Employment**

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- Remuneration will be commensurate with experience and qualification/s.
- Salary will be negotiated with the successful applicant and employment conditions are under the National Employment Standards.
- Salary Packaging outside of superannuation is available.
- Pre-employment checks may include a requirement for proof of identity, evidence and currency of qualifications, driver's license and other relevant personal documentation.

Referee checks on at least two independent referees will be conducted prior to an offer of employment being made.