



## **Manager, Client Services**

- Full time fixed term opportunity with competitive remuneration and Salary Packaging Options
- Optimize your leadership skills working for a leading and rapidly growing national not-for-profit housing provider.
- Flexible working arrangements

## **Join us and share our Vision:**

***'All people affordably housed in neighborhoods that support life opportunities'***

**Housing Choices Australia** (Housing Choices) is a leading and growing national not-for-profit housing provider. Our goal is to ensure that people are housed in inclusive communities and to create homes that encourage a sense of belonging. We own or manage more than 7,000 homes across Victoria, Tasmania, South Australia, NSW and WA.

To attract, retain and develop talented people, we provide a culture that supports individuals to be their best with opportunities for career development. We are committed to cultivating an equal, diverse and inclusive environment for all our staff and clients.

## **The Opportunity**

We have an opportunity available for a Manager, Client Services for a 6-month fixed term period to join our collaborative Housing Services Team overseeing the Common Ground tenant services in our SA office. Reporting to the Programs Integration Manager, you will be primarily responsible for the Common Ground homelessness services and relevant programs and activities to reduce homelessness and provide safe, secure, and affordable accommodation.

Key to your success will be in providing excellent leadership, guidance, and support to a team of Case Coordinators in linking people to a range of unique support services, networks and self-improvement opportunities that will assist in re-building their lives and transition to long term housing.

We are not only seeking someone who naturally aligns with our culture but is also connected to contributing to improved outcomes for our clients.

## **About You**

- Experience in the management of delivering a high quality, best practice service
- Experience managing a client centered service for individuals experiencing homelessness within specific service delivery guidelines, principles and quality frameworks
- Proven leadership experience in motivating, mentoring, and developing a team in a complex service delivery setting.
- Demonstrated excellent working relationships showing empathy and commitment to those experiencing social disadvantage.
- Excellent written and verbal communication skills including the ability to effectively consult, negotiate and influence across a range of stakeholder groups (internal and external)
- Experience in preparing management, business and regulatory/compliance reports
- Experience in the use of the Microsoft Office Suite
- Relevant tertiary qualifications in social work, psychology, social or health science or related discipline
- Outcomes and solutions focused
- Well-developed conceptual, analytical, and problem-solving skills with strong decision-making ability.
- Well-developed organisational skills including ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

- Well-developed presentation skills, including ability to represent HCA in range of external forums and with a diverse range of stakeholders
- Ability to adapt to changing environments and requirements including an ability to lead others through the process of change.

#### **What we offer in return**

- Income protection
- Paid parental leave
- A day off on your birthday
- Flexible working arrangements
- Salary Packaging for living expenses, meal and entertainment expenses
- Excellent career development opportunities

To find out more about us, the role and the excellent benefits and conditions we offer, please visit our website. Applicants should include a covering letter outlining your suitability for the position as outlined in the position description. A copy of the Position Description is available on HCA website, [housingchoices.org.au](http://housingchoices.org.au). For an informal discussion about the role, please contact Marguerite Cokalis, P&C Business Partner 03 8636 9433

*Please note that it is a requirement of this position that all appointments are made subject to a satisfactory National Police Check conducted by Housing Choices Australia and the successful post holder to provide a valid employee Working with Children Check.*

**Job Closes:** Monday, 21 June 2021