

## Position Description

<b>Position Title</b>	Team Leader, Inclusive Communities
<b>Department:</b>	Operations Tasmania
<b>Reports to:</b>	General Manager, Housing Services

## Purpose of the Position

The Team Leader, Inclusive Communities is responsible for leading a place-based community development and engagement team that is responsible for developing, delivering and evaluating programs and initiatives that contribute to inclusive and resilient communities.

Reporting to the General Manager, the role collaborates within a national community of practice, providing subject matter expertise on community development, engagement and participation to develop and implement a National Inclusive Communities Strategy and Evaluation Framework.

The role is responsible for leading a placed based team to deliver programs and initiatives that:

- Promote the Resident Voice and enhances HCA transparency and accountability to residents;
- Contribute to inclusive and considerate neighbourhoods;
- Celebrate cultural diversity and creativity;
- Provide pathways to programs that enhance life opportunities;
- Foster social connections between residents, communities and local services; and
- Deliver genuine community engagement enabling and nurturing local leadership

The role will work closely with the Communication Team and support the General Manager to execute communication plans at local level, ensuring residents and stakeholders have access to timely and accessible communication about HCA, services, programs and events.

## Cultural Alignment

Personal alignment with Housing Choices Australia's values is an important part of working with us.

- We put people first
- We value difference and work together
- We trust and are trusted
- We learn and adapt
- We strive to be better

## Specific Responsibilities

- Participate and collaborate within a national Inclusive Communities team, contributing subject matter expertise to the development of national strategies and frameworks.
- Actively lead a placed based community development and engagement team to implement national strategies and frameworks at a local level, develop locally based program delivery plans and evaluate effectiveness and impact.
- Establish and manage budgets.

- Develop and manage strategic partnerships at a state level.
- Work in collaboration with operational teams to respond to community and neighbourhood issues through the development and implementation of placed based responses.
- Lead formal and informal initiatives that enable the residents to influence service design, delivery and monitor performance.
- Lead resident communication programs to ensure HCA is accountable and transparent in service delivery.
- Establish, implement, and evaluate engagement programs that enhance life opportunities for a diverse range of residents.
- Develop and implement initiatives, programs and events that enhances engagement with residents and wider communities.
- Write proposals, project briefs, plans, grant applications and reports.
- Lead, coach and mentor team members to ensure they are well supported and accountable for their deliverables together with timely completion of their annual PPDR's.
- Write proposals, project briefs, plans, grant applications and reports.
- Provide regular monthly reporting to the General Manager.
- Keep up to date with research and knowledge around innovative and best practice methods to promote inclusion, engagement and participation .
- Manage and embrace change and strive for continuous improvement.

## You are part of something bigger

We are a diverse, dedicated and collaborative group of people who are strongly committed to making a difference in the community. You will play an integral role in helping us achieve our mission and vision. We provide an inclusive, genuinely positive and connected workplace and everyone working at Housing Choices Australia is expected to:

- Live our values everyday
- Work collaboratively to identify opportunities to deliver improved resident outcomes
- Always provide courteous and professional service
- Contribute ideas, energy and effort into achieving our strategic aspirations
- Establish and maintain excellent working relationships across our organisation
- Participate in ongoing learning opportunities including professional guidance, peer learning, formal learning, digital learning, knowledge sharing and feedback on performance
- Comply with all organisational policies and procedures, legislation and agreements, including gender equality and respect and occupational health and safety
- Contribute to the development and review of policies and procedures relevant to the role
- Comply with reasonable reporting and accountability requirements of the organisation

## Key Relationships

- National and local Inclusive Communities Team
- Residents and broader communities
- State Based Leadership Teams
- Housing Services Leadership Group
- Communications Department
- Partners and stakeholders.

## Selection Attributes

### Knowledge and Qualifications

- Relevant tertiary qualification in community development, sustainable communities, or a social science discipline or lesser formal qualification but with substantial experience in community development or engagement.

### Experience

- Experience and successful track record in a comparable role or discipline(s) in the public/community, private housing sector or transferable sector.
- A demonstrate understanding of program development, implementation and evaluation.
- Capacity to support change and innovation and deliver creative and leading practice solutions
- Experience in managing budgets to ensure programs are delivered within budget reach
- Experience in leading teams or ability to lead, coach and mentor staff
- Experience in writing proposals, reports, project briefs, plans and grant applications

### Skills

- Proven experience in managing relationships with key stakeholders
- Highly developed written and oral communication skills
- Strong interpersonal skills.
- Competency with Microsoft programs, and ability work with systems and computer applications
- Well-developed conceptual, analytical and problem-solving skills
- Ability to manage conflicting priorities and high work volumes without affecting quality of service delivery.

### Other Requirements

- Willingness to undertake screening and employment checks
- Sensitivity to and understanding of issues affecting socially disadvantaged groups including people enduring housing stress, people with disability and people from a non-English speaking background
- Current driver's license and willingness to travel across HCA sites and interstate as required.

I acknowledge that this position description outlines the core role requirements and workplace expectations. I understand its intention is to support a focus on key outputs and that flexibility is required in a dynamic, complex and changing environment.

**Job Holder** \_\_\_\_\_

**Date** \_\_\_\_\_