

# POSITION DESCRIPTION



COMMUNITY HOUSING LTD  
GROUP OF COMPANIES

## DISABILITY ACCOMMODATION SPECIALIST

**Location:** Queens Road Rooming House

**Reports to:** Regional Housing Services Coordinator

**Supervises:** Kitchen staff; Concierges

**CHL Capability Band:** #2

<b>Primary Purpose:</b>	Manage the delivery of the CHL Specialist Disability Accommodation (SDA) program and provide CHL tenancy and property management services for all SDA properties as well as facilities management at the Queens Road Rooming House (Queens Road).
<b>Context:</b>	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.
<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>	<p>Lead the SDA program and facilitate the management of services provided by CHL to residents at Queens Road. Main activities will include ~</p> <ol style="list-style-type: none"> <li>1. Ensuring contract, RTA and other SDA legislative requirements are met</li> <li>2. Act as a central point of contact for all SDA enquiries in Victoria</li> <li>3. In conjunction with Program Development and Relationships Manager, develop partnerships with relevant Supported Independent Living (SIL) Providers and maintain a directory of SIL Providers to support CHL housing projects.</li> <li>4. Support CHL Housing staff with knowledge of Specialist Disability Accommodation program management and opportunities across Victoria.</li> <li>5. Undertake all Housing Officer responsibilities for the CHL portfolio of SDA portfolio including representing CHL at VCAT</li> <li>6. Work with Regional Housing Services Coordinator to develop and maintain a mutually beneficial relationship with Sacred Heart Mission onsite at Queens Road</li> <li>7. Ensure kitchen and concierge stations are appropriately staffed and compliant with relevant legislation, regulations and guidelines at all times</li> <li>8. Undertake associated administration, financial management and reporting</li> <li>9. Additional appropriate support to wider team and organisation</li> </ol>
<b>Technical Skills, Experience &amp; Qualifications:</b>	<ul style="list-style-type: none"> <li>• Comprehensive knowledge of and experience working with Specialist Disability Accommodation</li> <li>• Comprehensive understanding of Residential Tenancies Act</li> <li>• Knowledge and understanding of the community and public housing sectors</li> <li>• Networks within current or potential partner organisations</li> <li>• Experience managing staff</li> <li>• Current Driver's Licence</li> <li>• Satisfactory Police and Working With Children's Checks</li> </ul>
<b>Key Capabilities:</b>	<p><b>Client Focus</b> - Demonstrates detailed knowledge of client issues and ensures service delivery responds to client needs</p> <p><b>Embraces Diversity</b> - Effectively engages people from diverse backgrounds in the workplace and community</p> <p><b>Achieves Results</b> – Monitors work progress and manages priorities with a commitment to achieving quality outcomes</p> <p><b>Resilience</b> – Role models responding to day to day problems and achieving work outcomes in a positive way</p> <p><b>Advocacy</b> - Articulates clear and persuasive messages about key issues when advocating or negotiating on behalf of CHL</p> <p><b>Continuous Improvement</b> – Responds proactively to a continuous improvement environment and changing circumstances and adjusts activities when necessary</p> <p><b>Leadership</b> – Actively manages staff performance, addresses and resolves team and individual performance issues</p> <p><b>Self Awareness</b> – Reflects on own behaviour and actively seeks feedback to inform own learning and development needs</p> <p><b>Proactive</b> – Creates opportunities and minimises potential problems by anticipating and preparing in advance</p>

	<p><b>Communication</b> - Confidently communicates with a range of audiences ensuring messages are concise, articulate and impactful using the most appropriate methods of communication</p> <p><b>Nurtures Relationships</b> - Builds and sustains positive relationships with team members, stakeholders and clients. Anticipates and is responsive to client and stakeholder needs and expectations</p> <p><b>Probity</b> – Acts and at all times encourages others to operate within the boundaries of CHL processes, policies and legal constraints</p>
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