



POSITION DESCRIPTION

Continuous Improvement Project Manager

OVERVIEW

PROGRAM: Operations

POSITION REPORTS TO: Director of Operations

ORGANISATION CONTEXT:

Vision

Aboriginal Housing Victoria's (AHV) vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

AHV is the first Aboriginal housing agency to be registered as a Housing Association in Victoria and it is also the largest. Our tenants are assured of access to an Aboriginal landlord and personalized and culturally sensitive services for Aboriginal people which helps to maintain and strengthen Aboriginal communities and cultural ties.

AHV provides housing to approximately 4,000 low income Aboriginal Victorians in 1,520 properties, representing 8% of the Aboriginal population. AHV manages tenancies across metropolitan and regional Victoria - Loddon Mallee (302), Gippsland (216), Hume (197), Grampians (119), Barwon (145) and the Northern (186), Southern (167), Eastern (44) and Western (144) Melbourne Metropolitan areas.

In September 2016, the Victorian Government formally announced the transfer of title of 1,448 properties that were previously managed by AHV, on behalf of the Director of Housing. The first tranche of 511 properties in the metropolitan Melbourne has occurred, with the balance of properties to be transferred over the next 2 years. The transfer of the properties to AHV, valued at approximately \$500 million is the largest to any community agency in Victoria. As the single largest financial commitment to Aboriginal Affairs in Victoria's history, it represents one of the most significant acts of self determination in Victoria. Title transfer represents significant progress toward achievement of the original ambition of AHV's founding Elders to achieve self determination and provide culturally responsive housing services.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non Aboriginal community.

Respect and support for Aboriginal identity and culture and for our tenants and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, tenants, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with each other

In early 2017 AHV became accredited as a workplace taking active steps to stop men’s violence against women under the White Ribbon Workplace Accreditation Program and has a zero tolerance approach to violence.

AHV is also committed to promoting and protecting the interests and safety of children.

PROGRAM INFORMATION:

Continuous Improvement and Risk Management sits within the Operations division which also includes Tenancy, Maintenance, and Compliance. Operations is broadly responsible for the delivery of services related to tenancy management, property allocations, and property management.

PURPOSE OF THE POSITION:

The Continuous Improvement Project Manager (Operations) is responsible for measuring, analyzing and testing procedure with an eye to improving workflow efficiencies and quality of services provided by Operations. The position will drive the improvement of processes and systems for operations, and implement programs that will have continuing long-term benefits for operations. This will involve using a project management approach to develop plans, schedules, and budgets for improvement projects.

KEY RESPONSIBILITIES

Main Activities	<ul style="list-style-type: none">• Review and evaluate current business practices and identify quantifiable gaps using an effective evaluation model.• Identify, analyze, and report on operating environmental changes and their impact on existing operations. Such changes may include, but not limited to; cultural, demographic, economic, political, regulatory, or technological changes that may affects service delivery.• Lead change management to ensure that any change/s is embedded in the business including the design and delivery of any associated staff learning and development interventions.• Undertake analysis of operational trends, root cause identification, solution development and delivery.• Report on portfolio of projects and undertake ad-hoc investigative analysis as requested.• Working with the Operations leadership team to take the lead role in implementing and maintaining quality assurance and building a culture of continuous process improvement.• Oversee the successful delivery of improvement projects through a structured repeatable approach with a strong focus on planning and communication. These tasks involve, but are not limited to:<ul style="list-style-type: none">○ Reviewing and evaluating project scopes, plans and objectives
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	<ul style="list-style-type: none"> ○ Track deliverables and progress against scope, schedule, risk, quality and budget ○ Communicate progress to relevant stakeholders and modify schedules as required. ○ Apply effective project management methodologies and control techniques. ○ Identify and advise of variations to the Project scope and action as required ○ Develop contingency plans and implement these when necessary ○ Engage with internal and external stakeholders and ensure expectations are managed <p>General:</p> <ul style="list-style-type: none"> ● To attend regular team meetings, briefing sessions for staff and staff conference; ● To attend training and supervision when requested; ● To attend regular 1 to 1's and annual Individual Performance Planning meetings with Director of Operations. ● To perform duties commensurate with the responsibilities of the role and ad hoc projects as required from time to time; ● To assist with administrative work in relation to the above duties, including filing and correspondence; ● To provide cover for other members of staff during holidays, sickness or other absences and in emergencies; and ● Other duties as required.
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QUALIFICATIONS, EXPERIENCES AND LICENSES

- It should be recognised that services are in a constant state of development, and some of the above duties may change during the period of employment. A satisfactory Police Check is a mandatory requirement for all positions (to be arranged by AHV).
- Demonstrated training in project management methodology desirable
- Knowledge and understanding of the social housing sector desirable.
- Experience analysing operations process flows and related cost drivers within the social housing sector.
- Hands-on experience implementing effective operational change.
- Proven internal and external stakeholder partnering experience.
- Strong, multi-focused administration and co-ordination experience in a complex, deadline orientated and fast- moving environment.
- Analytical with strong attention to detail.
- Excellent leadership skills and communication skills with an ability to connect with people at all levels
- Victorian driver's licence.

KEY SELECTION CRITERIA

The key selection criteria are in essence the personal skills required to be able to carry out the key responsibilities of this position. The criteria are derived from examining the themes or patterns of work as reflected in the key responsibilities for the position.

Project Management:	Drives quality project delivery within agreed timeframes. Clearly assigns responsibility for project tasks and decisions, objectives and measures; monitoring project progress and results; designing feedback loops into projects; develops flexible solutions with staff to project blockages and resource issues.
Written Communication	Clearly and concisely presenting written information (reports, correspondence, emails, formal briefs, etc) in such a way that ensures understanding and retention of the content.
Planning and Organising	Identifying and prioritising tasks; planning ahead and establishing courses of action; developing schedules to ensure that work is completed within deadlines; anticipating and adjusting for potential barriers and problems.
Analytical Problem Solving:	Identifying, analysing and understanding issues and problems; comparing information from different sources; suggesting action and providing advice upon which effective decisions can be based.
Detailed Focus / Conscientious:	Believes that deadlines are important. Strives to meet commitments made to others, is naturally organised / approaches work in a methodical manner. Enjoys focusing on and attending to detail. Evaluates information and looks for gaps/limitations.
Initiative and Accountability:	Takes prompt action to accomplish objectives; Takes action to achieve goals beyond what is required; Motivates self; Takes responsibility for own work/actions.
Resilience:	Maintains a positive outlook, works productively even when under pressure, keeps emotions under control during difficult situations

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment
- AHV is an equal opportunity workplace
- AHV promotes a smoke free workplace
- A current National Police records check and relevant valid state Working With Children Check are required
- Attend mandatory and other training as required