



POSITION DESCRIPTION

Manager Service Improvement and Partnerships

OVERVIEW

PROGRAM	Aboriginal Housing Services
POSITION REPORTS TO	Director Aboriginal Housing Services
DIRECT REPORTS	0
IDENTIFIED POSITION	Yes
AWARD	SCHADS Level 7
DATE PREPARED	March 2025

ORGANISATION CONTEXT

About

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

Aboriginal Housing Victoria (AHV) is an Aboriginal¹ community organisation responsible for managing more than 1,600 rental properties for Aboriginal people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na woorn-tyeen maar-takoort*. As the housing and homeless policy lead in the Victorian Aboriginal community, AHV has responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal rental provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

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

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

PROGRAM INFORMATION

The Housing Services division is responsible for managing all aspects of a tenancy from allocation to end of lease, wellbeing programs and community engagement for more than 1700 properties throughout regional and metropolitan Victoria.

¹ Throughout this document the term "Aboriginal" is used to refer to both Aboriginal and Torres Strait Islander people.

PURPOSE OF THE POSITION

As Manager Service Improvement and Partnerships, you are responsible for leading our approach to partnerships that shape and drive organisational change that ensures our community receive the best possible services. You are outcomes focused, self-motivated and have a strong ability to build and sustain professional relationships.

The Manager Service Improvement and Partnerships will work collaboratively to identify and deliver new program and partnership opportunities with a focus on our community using a range of available data and information. They will be delivered in a prioritised and planned way which ensures expected benefits for community and teams are realised.

Further, you will oversee service delivery redesign that simplifies processes for teams and deliver a more positive customer experience. You support operational teams to provide best practice, renter centric services with a culturally sensitive lens.

KEY RESPONSIBILITIES

- In collaboration with AHV teams and partners, deliver enhanced outcomes to our community through:
 - Lead the identification and building of key external partnerships that create new business opportunities and service models to enrich AHV's organisational capacity with a focus on Government, Community Housing Providers and Aboriginal Community Controlled Organisations
 - Development of business cases, funding submissions and project management of new program delivery in conjunction with internal partners such as Assets and Development, Finance and existing renter support teams.
 - Lead preparation of high quality briefings, reports and documents for the Chief Executive Officer and Board advising on issues and opportunities that provide clear, valid and actionable recommendations and options.
 - Deliver alternative models of delivery that create a stronger more sustainable AHV including our Affordable Housing approach, Rent setting and debt processes.
 - Oversee audit of policies, procedures and documents tools that support the delivery of excellent services and identify areas for service improvement
 - A consistent, culturally safe and appropriate approach to meeting AHV's obligations to renters and compliance and enforcement of renters tenancy obligations
 - Champion and contribute to the execution of AHVs annual business plan and strategic priorities including AHV's bi-annual Renter Satisfaction Survey
 - Promote AHV through participation in a range of external networks and partnerships
 - Contribute to business and performance planning at all levels and plan activities and projects to ensure AHV meets broader planning and service commitments
 - Provide advice and support to the Director Aboriginal Housing Services to ensure performance outcomes are achieved.
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QUALIFICATIONS AND LICENSES

- Preferred tertiary qualifications or extensive experience in Stakeholder Engagement, Partnership Management or Project Management or relevant qualifications are desired
- Experience within the social housing sector focussing on organisational improvement is desired
- Victorian driver's licence

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Knowledge and experience of community housing and operating within the legislative/regulatory environment of the Residential Tenancies Act and Housing Act (*desirable*)
- Building and maintaining positive, productive and mutually beneficial working relationships, internal and external to AHV; establishing networks across the community to facilitate AHV objectives; identifying and balancing the unique needs of individuals, groups and AHV to achieve mutually beneficial outcomes
- Identifying, analysing and understanding issues and problems; comparing information from different sources; suggesting action and providing advice upon which effective decisions can be based.
- Exceptionally organised with strong project management skills, the ability to handle multiple tasks and prioritise effectively to ensure successful project completion.
- Strong interpersonal skills and the ability to negotiate and communicate across all levels of the organisation.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- A current National Police records' check and Victorian Working with Children Check are required.
- Attend mandatory and other training as required.