



POSITION DESCRIPTION

Aboriginal Navigator – Housing Registration

OVERVIEW

PROGRAM	Strategy and Performance
POSITION REPORTS TO	Manager – Strategy, Policy, and Communications
DIRECT REPORTS	Nil
IDENTIFIED POSITION	No; Aboriginal and Torres Strait Islander candidates strongly encourage to apply
DATE PREPARED	26 June 2023
AWARD	SCHCADS 7.3

ORGANISATION CONTEXT

About

Aboriginal Housing Victoria (AHV) is an Aboriginal community organisation responsible for managing more than 1,500 rental properties for Aboriginal and/or Torres Strait Islander 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 worn-tyeen maar-takoort*. As the housing policy lead in the 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 renters 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, renters, government and stakeholders

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

AHV is as a workplace taking active steps to stop men's violence against women and has a zero tolerance approach to violence in any form.

PROGRAM INFORMATION

The Division of Strategy and Performance (DSP) primary role is to drive key strategies, advocacy and communications that improve Aboriginal housing and homelessness outcomes.

The unit does this by supporting AHV, the Aboriginal Housing and Homelessness Forum members, Community Housing Organisations (CHOs), Local Government and Homes Victoria in leading the coordination in policy development, partner and stakeholder engagement and advocacy efforts. Key focus areas for the unit are:

- Aboriginal Housing Victoria Strategic Plan
- Aboriginal Housing Victoria Business Plan
- *Mana-na woorn-tyeen maar-takoort*; Every Aboriginal Person Has a Home: The Victorian Aboriginal Housing and Homelessness Framework (VAHHF)
- Blueprint for an Aboriginal specific homelessness system in Victoria
- VAHHF 5-year Implementation Plan
- Victorian Closing the Gap Housing Sector Strengthening Plan

The Aboriginal Housing and Homelessness Framework's 20-year vision is for a unified and vibrant Victorian Aboriginal community housing sector delivering quality services and housing equity within a generation.

PURPOSE OF THE POSITION

The Aboriginal Navigator – Housing Registration is an employee of AHV but co-located at AHV (head office) and in the office of the Victorian Housing Registrar. The role will focus on:

- Strengthening understandings of the critical role of governance in meeting housing regulatory requirements.
- Strengthening senior management and Board director understanding of regulatory requirements in advance of *commencing* the registration application process.
- Building a shared understanding of the governance systems and resourcing requirements, the importance of housing program financial viability and the business orientation of housing.
- Strengthening understanding of the requirements outlined in the housing performance standards and the expected level of performance for specific ACCOs/TOs with a housing portfolio of a certain scale and growth expectations. Including but not limited to:
 - Renter management
 - Property management, including maintenance and asset management.
 - Complaints management
 - Financial management, risk management, housing legislative and regulatory compliance and quality management and continuous improvement.
 - Development and commercial acumen

KEY RESPONSIBILITIES

1. Support ACCOs/TOs through the registration process

Building an understanding of how to meet expected performance levels including the business and housing systems and processes needed, the resourcing requirements including consideration of options to in-source or out-source functions and opportunities to leverage existing capabilities.

Key activity areas include:

Registration interest

- Engage with ACCOs/TOs to identify interest in registration as a community housing agency
- Arrange meetings/presentations between ACCOs/TOs and the Housing Registrar as required

Registration preparedness

- Work proactively with ACCOs, TOs, and Boards on exploring and supporting capacity building needs and developing a tailored gap analysis prior to developing a registration action plan. This work will require travel and face to face meetings at ACCOs, TOs and with Boards.
- Develop a template registration action plan setting out key actions and resources, internal and external, responsibilities and timelines to implement the plan.

- Work with and support senior managers and Boards of directors of ACCOs/TOs to tailor their registration action plan setting out key actions and resources, internal and external, to implement the plan.
- Provide suggestions and options on how registration grants might be used to support ACCOs/TOs to deliver the registration plan.
- Support the ACCO's/TOs CEO and senior management participation in meeting with the Housing Registrar to present the registration action plan and seek feedback.
- Provide advice to update the registration action plan based on the Housing Registrar's formal feedback.
- Provide advice and assistance as requested to ACCO/TO CEOs and Senior management teams as they implement their registration plans.

Registration

- Support ACCOs/TOs to prepare registration applications as required.
- Assist ACCOs/TOs as requested to problem solve issues that arise during the registration process and where necessary assist to access expert advice and assistance to remove barriers and resolve problems.

2. Build knowledge and understanding of regulatory impediments for ACCOs/TOs.

Identify key gaps, issues and themes emerging as ACCOs/TOs progress through the registration process and work with Homes Victoria and the Housing Registrar to develop solutions including where necessary accessing additional resources.

Key activity areas include:

- The Aboriginal Navigator will develop networks with knowledgeable government, community and philanthropic stakeholders who can provide advice and assistance on how to address emerging issues.
- Establish a Steering Committee comprising the VAHMF IWG Secretariat (AHV), the Community Housing Industry Association Victoria (CHIA Vic), Homes Victoria and the Housing Registrar to oversee the Aboriginal Navigator role, to coordinate activities, to receive feedback and problem solve solutions.
- The Steering Committee through individual members has an important role in coordinating aggregated information into appropriate forums for progress reporting, further consultation and decision making as appropriate. In the first instance these forums include the Big Housing Build Aboriginal Reference Group and the Aboriginal Housing and Homelessness Forum.
- Perform other duties as directed that fall within the scope of the position or the incumbent's knowledge and skills base.

QUALIFICATIONS AND LICENSES

- A current Victorian driver's licence
- A relevant tertiary qualification is preferred.

KEY SELECTION CRITERIA

- Awareness and appreciation of Victorian Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Victoria including the diversity of circumstances of Aboriginal people and the contemporary impact of colonisation and discrimination in the context of Aboriginal homelessness and housing exclusion.
- Understanding of the specific issues that organisations need to address to communicate effectively with the Victorian Aboriginal community and local Elders.
- A well-developed understanding of Victoria's social and community housing systems including regulatory frameworks, or ability to quickly attain this understanding.
- Experience in managing strategic policy, advocacy, and communications.
- Ability to apply sound judgement when determining the needs of individual organisations and tailor your approach to suit.
- Highly organised with the ability to work on multiple tasks and manage competing priorities within agreed timeframes.

- Ability to quickly identify when escalation or additional information is required and seek advice and expertise without hesitation.
- The ability to clearly and concisely present information both in writing and verbally, together with the ability to communicate complex concepts to a broad audience.
- Ability to work effectively as part of a team in a professional and ethical manner under pressure and to tight deadlines.

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 Working with Children Check are required.
- Attend mandatory and other training as required.
- The position is co-located at AHV head office – 125-127 Scotchmer St, North Fitzroy and the Housing Registrar Office, Level 5, 1 Treasury Place East Melbourne, Victoria
- Travel in metropolitan Melbourne and regional Victoria will be required.