



ABORIGINAL HOUSING VICTORIA

POSITION DESCRIPTION

Aboriginal Private Rental Assistance Program Statewide Coordinator

OVERVIEW

PROGRAM	Aboriginal Private Rental Assistance Program (Identified Aboriginal or Torres Strait Islander position)
POSITION REPORTS TO	Director, Strategy and Performance
DIRECT REPORTS	Nil
DATE PREPARED	3 March 2022
IDENTIFIED POSITION	Yes

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 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 landlord, 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 Aboriginal Private Rental Assistance Program will operate from Aboriginal Community Controlled Organisations in five Victorian DHHS local areas based on highest demand from Aboriginal households seeking homelessness services. The key elements of the APRAP program include:

- **APRAP Statewide Coordinator** – Drives and supports the implementation of the program and undertakes capacity building activities that will enhance practice and support positive outcomes for Aboriginal households sustaining or entering into private rental. (This position)
- **Aboriginal Private Rental Brokers** – improves and maintains access to private rental housing for clients by bringing sound knowledge of the private rental market. They administer the brokerage funds, build relationships with the private rental sector and are predominately office-based.
- **APRAP Plus Staff** – Outreach positions working alongside the APRAP broker that provide extra, targeted support for people living in private rental to establish or maintain their tenancy.
- **APRAP Brokerage** – flexible funding that can be tailored to the needs of the household. Uses includes; rent in advance, bond, storage and removals.

We are seeking to leverage the existing experience and expertise around housing and private rental to ensure the best possible outcomes for Aboriginal Victorians. One of the purposes of the statewide coordinator position is to coordinate a network for Aboriginal PRAP providers located in the Aboriginal Community Controlled Sector in five locations across Victoria. The networks purpose is to be able to learn from one another and share learnings and contribute to continuous improvement of the model. It may also make recommendations to improve or enhance the APRAP Guidelines to ensure cultural appropriate responses to the Aboriginal Community of Victoria.

Building capacity through local collaboration and partnerships

Specialist Homelessness Services have established relationships with private real-estate agents in their local community and it is critical that Aboriginal Service Providers are able to leverage and learn from these relationships. As part of this initiative, there is the capacity to enable learnings to be gathered and continuous improvement through the coordination capacity and networks so that Aboriginal PRAP providers can flexibly respond to the needs of people in their communities. Each community has its own unique identity and their needs can be different, so local understandings and flexibility is important.

PURPOSE OF THE POSITION:

The APRAP Statewide Coordinator has overarching responsibility for the co-ordination and implementation of the Aboriginal Private Rental Assistance Program. The position ensures: strong communication and collaboration across the network of APRAP brokers and APRAP plus staff; builds capacity across the program; develops and disseminates resources to improve performance; strengthens program consistency and effectiveness; and ensures responsiveness to Aboriginal program users. It will also be an important source of advice for policy development and advocacy.

The APRAP Coordinator's activities are central to the delivery of strategic action 3.1 of *Mana-na worn-tyeen maartaakoort*: "to increase uptake of Private Rental". The APRAP program is a fundamental program response to reducing Aboriginal homelessness in Victoria.

KEY RESPONSIBILITIES

1. Communication

The APRAP Statewide Coordinator will work with the Director of Strategy and Performance to consult with the Aboriginal PRAP Providers to further define the role and position description based on their needs and negotiate any changes within the guidelines of the funder.

The position will convene and chair monthly meetings with all APRAP staff for the first 12 months. These meetings will be focussed on building the capacity of the team to implement the program, information sharing, problem solving,

peer support and sharing outcomes data. In the second year, the frequency of these meetings will be reviewed, meetings will continue to occur monthly or at a different frequency as agreed to by the group.

2. Collaboration

The APRAP Coordinator will undertake to support APRAP providers to build collaborative partnerships with their local mainstream PRAP providers. These partnerships will focus on sharing examples of best practice in terms of service delivery to clients and the engagement of estate agents and landlords in achieving better access and outcomes for Aboriginal households.

3. Capacity Building

The APRAP Statewide Coordinator will convene and facilitate two forums each year with APRAP staff to reflect on progress and plan and prioritise activities for the following six months. These forums will include case studies from APRAP providers highlighting successful outcomes. They will also include information on strategies and activities that enhance access and breakdown barriers to private rental for Aboriginal households.

The APRAP Coordinator may also focus on up-skilling non-APRAP Aboriginal homelessness staff in navigating private rental.

4. Resources

The APRAP Coordinator will develop and disseminate relevant and practical resources and information in relation to successful private rental tenancies to support the program.

5. Consumer feedback

The APRAP Coordinator will undertake an annual survey of APRAP clients seeking their feedback on their experiences of the APRAP program and the benefits and challenges of living in private rental. These reports will be shared with APRAP providers and the Department of Health and Human Services and will inform improvements to service delivery and highlight systemic issues that require strategic thinking in order to address.

6. Outcomes

The APRAP Coordinator will maintain a Statewide Outcomes report that provides an overview of the outcomes achieved by the APRAP program. These reports will be submitted every six months to the funder.

QUALIFICATIONS AND LICENSES

- A relevant tertiary qualification is preferred.
- Experience in tenancy management, particularly in the private rental market is desirable.
- Victorian driver's licence

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal communities and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Proven ability to manage, supervise and provide leadership to a small team.
- Experience in housing management or programs and knowledge of the private rental market.
- Understanding of residential tenancy legislation and regulations.
- Experience working effectively with clients with complex needs.
- Demonstrated ability to effectively and confidently manage conflict.
- Excellent communication skills, both verbal and written.
- High level interpersonal skills, with a demonstrated capacity to work collaboratively with peers, staff and other stakeholders, and exercise influence in a range of contexts.
- Ability to work independently, including capacity to exercise effective personal judgement.

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 relevant valid state Working with Children Check are required.
- Hold a COVID-19 Vaccination Certificate or a Vaccination Exemption certificate.
- Attend mandatory and other training as required.