

1.1 Position Description: Program support

Position Title:	Program Support Officer
Program title:	Community Housing Futures
Position Type:	0.8 FTE or Full Time SCHADS 4 Term: until 27 December 2024
Position Reports to:	Program Manager Community Housing Futures
Direct Reports:	Nil

Organisational Context: Community Housing Futures

Community Housing Futures is a unique collaboration between [Aboriginal and Torres Strait Islander Housing Queensland](#), [CHIA Qld](#) and [Q Shelter](#) to deliver a capacity building program funded by the Queensland State Government.

As peak and industry bodies, the three participating organisations have convergent goals about the growth and strength of community housing provision in Queensland. The combined members and stakeholders of each organisation reach across urban, regional, and remote Queensland. Community Housing Futures represents further progression of our working relationship to deliver expanded capacity building activities to support growth in practical ways. The overall purpose of the program is to improve the long-term viability and financial strength of Queensland CHOs through:

- Enhancing capability to deliver larger scale housing supply Programs
- Increasing CHOs capability to diversify operating models to increase affordable housing
- Enhancing capacity to bid for government assistance for housing growth Programs.

Desired outcomes include growth in social and affordable housing portfolios, diversification of funding streams and more organisations on a trajectory towards growth.

About CHIA Qld

Established in 2014, CHIA Queensland is the independent industry body representing community housing organisations (CHOs) in Queensland. CHIA Queensland is a member-based, non-profit company limited by guarantee. Our purpose is to lead and enable a diverse and dynamic community housing industry in Queensland.

Our member organisations provide a wide range of homes – long-term housing for key workers and those on low and moderate incomes, purpose-built developments for seniors, homes for people with disability, as well as crisis and transitional accommodation for those at risk of homelessness. Collectively, our members hold a portfolio of around 11,000 homes valued at over \$3 billion.

In collaboration with others, we work to promote the role and value of community housing, advance social and affordable housing through policy leadership, and sustain a dynamic and diverse sector through industry development activities.

About Aboriginal and Torres Strait Islander Housing Queensland

Aboriginal and Torres Strait Islander Housing Queensland (Housing Queensland) is the peak body for Aboriginal and Torres Strait Islander community housing providers in Queensland. We are the recognised 'go-to' peak body for insights and advice.

Our purpose is to improve Aboriginal and Torres Strait Islander housing outcomes in Queensland.

We achieve our vision through advocacy, the development of policy and research, professional advice, and quality partnerships.

We believe that a strong community housing provider sector and long-term partnerships between government, the private sector and our members can play a significant role in improving Aboriginal and Torres Strait Islander housing outcomes in Queensland.

About Q Shelter

Q Shelter's vision is that every Queenslanders has a home. Our purpose is to lead solutions to housing need and homelessness. Q Shelter emerged in 1987 and was incorporated in February 1993.

Q Shelter is funded by the Department of Communities, Housing and Digital Economy, other government bodies as well as by members and service providers to deliver a range of programs including capacity and capability building programs, sector engagement, policy development and service integration backbone support.

Q Shelter is a member-based organisation, overseen by a Management Committee and governed by Queensland Shelter Incorporated Rules.

Important qualities

This position will provide willing administrative and other support to the Program. The successful candidate will enjoy contact with key stakeholders and will provide an important link between the sector and the rest of the Program team. The candidate will be warm and engaging as well as willing to be flexible in the range of tasks undertaken. High attention to detail and great communication will be crucial for this role.

Role Specification

About the role

This role is to provide program support across a range of activities such as phone contact, communications, record keeping and data entry. The role will provide some event support such as registration, event set up and reception duties. The role will support the Program Manager and Sector Capacity Lead to be effective in their roles providing diary and other administrative assistance as required. A key part of the role will be to engage with individual organisations through a Help Desk function, providing them with information about the program and encouraging their participation in various program elements.

Roles and responsibilities

- Support end-to-end elements of event and meeting delivery including registration pages and event records, reporting and evaluation
- Support program communications to the sector
- Receive phone calls and direct appropriately
- Provide administrative support to the Program Manager and Sector Capacity Lead
- Contribute to maintenance of corporate records using agreed systems
- Use the Customer Relationship Management (CRM) system to maintain program records.
- Integrate with systems already established within the employing agency.
- Support implementation of policies, procedures, business processes, guidelines and practices as required for the delivery of the Program
- Assist with financial administration such as purchasing and reconciliations
- Liaise with suppliers and providers of IT support as required
- Assist with data collection and analysis as part of the evaluation.

- Contribute in positive ways to a strong and effective team
- Engage with individual organisations through a Help Desk function

Key Stakeholder Relationships

- Community Housing Providers
- Queensland Treasury
- The Department of Communities, Housing and the Digital Economy and other funding or regulatory bodies
- Governing bodies of each participating agency.

Key job requirements

Qualifications

- Certificate level qualifications in administration

Experience

- Experience in a similar administrative or program support role
- Experience using Microsoft Office and a Client Information Management System

Other requirements

- The successful candidate is required to undergo a criminal history check.
- The candidate may be required to travel within Queensland.

Key criteria

1. Experience in program support and administration
2. Ability to be flexible and self-directed
3. Ability to prioritise and manage competing demands
4. Proficient verbal and written communication skills
5. Commitment to teamwork
6. Track record in respectful engagement and communication with key stakeholders.

About the employing body

Q Shelter will act as the auspice body and employer.

Q Shelter is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, religion, gender identity, sexual orientation, disability, or age.

We strongly encourage Aboriginal and Torres Strait Islander people to apply for this role. The role will be working to make a positive difference to the capacity of First Nations' led housing providers to address the housing needs of Aboriginal and Torres Strait Islander communities throughout Queensland.

Q Shelter has a Diversity and Inclusion Working Group helping to implement an inclusion plan across the organisation. Q Shelter is close to finalising an Innovate Reconciliation Action Plan.

Q Shelter employees have access to salary sacrifice delivering an additional financial benefit for salaried staff. Q Shelter supports staff through provision of an EAP and through various skill development and team-building activities. Q Shelter offers employed staff five weeks annual leave.

Q Shelter won an independent Best Workplace Award for 2022 from the Voice Program evaluating employee engagement, organisational performance, and job satisfaction.

Applying for this role

To apply for this role please provide:

- A capability statement (no more than 2 pages)
- A current CV.

Please submit to recruitment@qshelter.asn.au

For more information, please contact Q Shelter on 3831 5900.