



State Manager – New South Wales

Position Description

Position Title:	State Manager - NSW
Division:	Amélie Housing
Reports To:	National Operations Director, Amélie Housing
Direct Reports:	Housing Officers (10 -12)
Base Location:	Wentworthville
Secondary offices:	Lewisham, Campbelltown

Primary position objective: This position is responsible for the efficient and effective operation of Amélie's housing and tenant services. The role will work with, and support, a team of housing support staff, with support partners, and is part of the senior management team. The key outcomes of the position integrate our values and mission, our strategy, and our commitments to stakeholders.

Amélie Housing

St Vincent de Paul Housing Ltd is a wholly owned subsidiary company of St Vincent de Paul Society NSW trading as Amélie Housing; it works collaboratively with all levels of the Society to provide secure affordable housing.

The mission of Amélie Housing is “consistent with the Vincentian way Amélie Housing is committed to provide appropriate, secure housing to those who are homeless or disadvantaged and to work in partnership with their communities to build inclusive neighbourhoods which are socially, environmentally and economically sustainable”. Amélie Housing is a Registered Community Housing Organisation under the National Regulatory System for Community Housing.

The duties of this role may be varied by the National Housing Director, Amélie Housing, in consultation with the Chief Executive Officer, in managing the delivery of housing services within funding agreements, the community housing sector Code of Practice, and the current priorities of the St Vincent de Paul Society.

Amélie Housing Overview

Amélie Housing was a Tier 2 community housing provider established in 2012 in NSW by the Society of St Vincent de Paul (Society) in 2012 as a special purpose community housing development and management subsidiary company to complement the activities of the

Society in providing charitable services to disadvantaged members of Australian society. Amelie Housing has over 1,000 tenancies and has properties across metropolitan Sydney and Regional NSW, South Australia and the Australian Capital Territory. The portfolio has an active tenancy base evidenced by a high number of tenancy flow during the year.

Amelie Housing works with:

- organisations providing support to transitional tenants,
- social housing tenants and Pathways,
- NRAS and fee for service property and tenancy management.

Duties and Responsibilities

The following is an overview of the responsibilities for the State Manager - NSW, Amelie Housing;

Staff Support and Supervision.

Support NSW Housing Officers in completing their roles, including:

- Developing work procedures in line with Amelie's contractual requirements, vision, and values.
- Implement monitoring processes to maintain Housing Service's effectiveness and to provide feedback to staff and stakeholders with an emphasis on minimising arrears, vacancies and turnaround times for reletting of properties.
- Ensure staff are trained in their job requirements so they work efficiently and effectively.
- Provide regular supervision to staff to ensure their work priorities and work performance meet requirements.
- Undertake formal performance reviews in line with Amelie's staff policies.
- Ensure tenant and property records are accurate and updated in a timely manner.
- Compliance with all relevant statutory regulations, both Federal and State.

Management Team.

Work with Amelie's senior management to:

- Implement strategy.
- Contribute to the development of the annual business plan.
- Work to resolve issues that affect the reputation and / or operations of Amelie.
- Work to achieve budget outcomes and business plan targets.
- Work with senior management to review with the aim of improving policies and procedures to ensure compliance to agreed service standards and relevant regulations to which all Housing staff are to comply.

Compliance Requirements.

Endeavour to achieve compliance with NSW DCJ programme' requirements in respect to use and tenant eligibility.

Work with NSW Tenancy Support Partners.

- Build relationships with current and new support partners.

- Provide reports and other feedback to support partners on Amelie's work with their clients and issues that occur.
- Work with support partners to resolve issues with tenants, including vacancies, arrears, and bad debts.
- Work with staff to ensure that their communication with support partners and tenants operates as required.

Complaints Management

Respond to all complaints made in relation to Amelie's NSW's housing operations in accordance with Amelie's Complaints Handling policy

Tenant Participation.

Encourage tenant empowerment.

Essential Criteria

- Degree qualification/s in a field relevant to the provision of community and affordable housing
- Thorough knowledge of community housing requirements including the National Regulatory System.
- Experience working in the Community Housing sector and related systems
- Proven management skills
- Commitment to continuous improvement within the workplace
- Understanding of external reporting requirements in a community housing context
- Proven report and financial management skills
- Proven written and oral communication and stakeholder management skills
- Computer proficiency including Excel and Microsoft Office programs
- Capacity to adhere to the ethos and mission of Amélie Housing

Desirable Skills

- Understanding of SDM Housing software

Amélie Housing is an Equal Employment Opportunity Employer