



**Position Title:** Executive Officer

**Reporting to:** Management Committee of the Council for Homeless Persons Qld

**EFT:** Fixed term for 12 months, permanent part time 32 hours per week (subject to funding variations)

**Award:** SCHCADS Award: Level 6

**About CHPQ:**

The Council to Homeless Persons Queensland is a collaboration of homelessness services operating in Queensland. We are an unfunded Incorporated Association with a broad membership base and an active and committed Board of Management. We aim to represent the diversity of service providers in the homelessness sector and to use our combined voice to advocate for service users and their rights.

Our values are embedded in a culture of creativity and innovation, support and teamwork, generosity of spirit to each other and our service users, and a focus on quality service delivery that recognises the complexity of need as well as the imperative for change.

We believe that responses to homelessness must respect the dignity of the person and that embrace the diversity of service user's experiences. This includes an empowering approach where people feel able to make their own choices with dignity and support and with an emphasis on achieving positive outcomes.

Our relationships with each other and with other service providers in the sector are important to us and we aim to approach all our professional relationships with a commitment to transparency, collaboration and inclusivity. We value the opportunity to share our practice wisdom with each other and to provide much needed support to all workers in the sector.

We believe that homelessness is a social justice issue that is largely hidden in our society. We believe that change is possible and that current responses to homelessness are inadequate and unacceptable for a progressive society such as ours. While the causes of homelessness are diverse, we believe that homelessness is essentially a social issue with huge personal impacts on those affected. We aim to promote a view of homelessness that reflects the differences between homelessness and housing and that therefore recognises the provision of support as a necessary component of any response to homelessness.

It is important to us that our combined voice is utilised to advocate for a common goal – creating new and innovative solutions to respond to and end homelessness. We aim to inspire our sector and our community as we build our collective capacity to respond to these social issues in a positive and future focused manner.

**CHPQ's mission:** *To create new and innovative solutions to respond to and end homelessness.*

**About the role:**

CHPQ Executive Officer will:

- Engage with the homelessness sector across the State and encourage and promote engagement in integration and collaboration strategies
- Develop and implement appropriate consultative strategies to encourage effective representation from the diversity of Specialist Homelessness Services particularly in regional and remote areas
- Work in collaboration with the Department of Housing, Q-Shelter and other key stakeholders to improve communication in relation to key initiatives, particularly in relation to strengthening the structure of the sector and to ensure Specialist Homelessness Services and the clients they service are included and represented in all Housing and Homelessness sector planning
- Promote the role of CHPQ as a peak body to advocate for the needs of Specialist Homelessness Services. Increase awareness and funds. In consultation with members, deliver quality services relevant to the sector

**Organisational relationships:**

The Executive Officer reports directly to the Management Committee of the Council for Homeless Persons Qld. The Management Committee is accountable to the membership and funding body. The Management Committee carries the financial accountability and responsibility for the human resources of CHPQ. It monitors and evaluates the areas of work undertaken by the organisation.

The Executive Officer is responsible for the line management of volunteers and responsibilities may include the line management of future staff.

**Responsibilities:****Operational**

- Ensure that the requirements of CHPQ services and funding obligations through service agreements are met.
- Ensure that the Management Committee is informed of all aspects of the work through the provision of regular/monthly reports and liaison with Management Committee members.
- Develop and implement appropriate structures to assist in the development and operation of CHPQ
- Develop and maintain appropriate workplace systems and files to ensure the smooth, transparent and effective functioning of the organisation.
- Facilitate Management Committee participation through the provision of information and resourcing.
- Oversee the development and maintenance of the organisation's (and its services) public relations, marketing and communications.

### **Service delivery**

- Work towards ensuring a viable and dynamic future for the organisation through identifying and developing funding opportunities
- Identify and deliver projects on behalf of CHPQ
- Be responsible for the coordination and review of team and organisational short and long-term planning activities.
- Provide leadership in strategic direction, planning and sector development to SHS services and CHPQ Management Committee.
- Develop and maintain cooperative working relationships with key stakeholders – SHS services, Department of Housing, Q-Shelter, Community Housing organisations and other relevant peaks.

### **Financial management**

- Work collaboratively with the Treasurer and Executive members of the committee in the development of annual budgets and in meeting financial workloads including payment of accounts, authorisation and signing of cheques, banking, petty cash and other relevant tasks.
- Ensure all funding requirements including reporting are met.
- Liaise with the funding body.
- Prepare submissions for funding applications.

### **Volunteer management**

- Facilitate the development of a supportive working environment for volunteers, including clear communication pathways and consultative decision-making.
- Be responsible for the management and development of volunteers.
- Provide supervision and support to all CHPQ volunteers.
- In conjunction with the Management Committee, ensure that all industrial requirements and Workplace Health and Safety requirements are met in relation to volunteers engaged by CHPQ.
- In consultation with the Management Committee take primary responsibility for all volunteer related matters including grievances, selection and recruitment, and performance management.

### **Policy and advocacy**

- In consultation *and* with relevant volunteer secretariat support, *develop and* disseminate relevant resources on housing and homelessness and related issues to SHS services to inform debate and encourage participation particularly regional and rural services in sector wide issues
- Disseminate relevant policy, research and other material on housing, homelessness and related issues.

- Based on sector and member consultation, provide strategic advice to the Department of Housing and Public Works as well as related departments and services on specialist homelessness services, housing, homelessness and related issues.
- Develop policy options papers, information sheets or other relevant documentation as required in the provision of strategic policy advice or policy influence to relevant government departments.
- Participate in relevant forums and networks.
- Proactively initiate debate and action at all levels of the community and government on issues affecting the homeless
- Liaise with the volunteer Policy and Research Officer to identify gaps in research and local research priority needs based on sector experiences and feedback.
- Work collaboratively within existing networks.

### ***State-wide SHS sector development***

Develop and implement the necessary structures, processes and infrastructure to establish, maintain and promote sector development and engagement:

- Promote and build member participation and representation in key sector wide initiatives including partnering for impact
- As a representative of CHPQ provide leadership to the sector. Work collaboratively with the sector to establish evidence-based models of homeless prevention and homelessness response
- Enable the membership and broader sector to remain informed and up to date with policy and practice at both the state and commonwealth level.
- Build the membership and sector capacity to contribute to policy advocacy at the local, state and commonwealth levels.
- Provide support and opportunities for members and the sector via virtual platform, networking and professional development options.
- Contribute to the broader community's awareness of housing and homelessness related issues.
- Assist SHS services throughout the state to participate, engage and collaboratively respond to key issues that impact their services and clients with regard to homelessness, housing, and support needs.

## **Key Selection Criteria**

- Tertiary Qualifications in Project Management, Business Management, Social Sciences or another related field AND/OR extensive (min 5 years), relevant experience in human services, community services, community development or an allied area to fulfil the requirements of the position.
- Demonstrated senior management experience within the community service sector.
- Extensive knowledge of issues related to homelessness, including current government policy directions, knowledge of the Queensland homelessness service system and understanding of the needs of people who are homeless
- In depth understanding of social policy, with a demonstrated ability to analyse and develop policy, produce high quality submissions, reports and position papers, and effectively influence policy debates.
- Extensive experience, knowledge and implementation of successful community engagement and evaluation methodologies.
- Demonstrated project management experience, including developing project plans, managing time, cost and resources, and providing regular project status updates. High level analytical and organisation skills
- Highly developed interpersonal and written communication skills with a demonstrated capacity to build and maintain productive working relationships and partnerships and negotiate with a range of internal and external stakeholders with conflicting priorities in a complex environment.
- Demonstrated people management skills, including the capacity to motivate
- Experience in using Microsoft applications and presentation software. Knowledge in maintaining web platforms would be an advantage.

## **Role requirements**

- The successful candidate may be required to travel within Queensland from time-to-time.
- The successful candidate is required to have a current Qld Driver's license and own vehicle
- The successful candidate is required to undergo a criminal history check.

## **How to apply:**

Please provide a relevant CV and a separate document addressing the key selection criteria.

Please include at least two recent referees.

Please send your application to [manager@yhp.org.au](mailto:manager@yhp.org.au) and call 0418 795 464 if you need further information.

Please note that due to funding time restrictions the following applies:

- Applications are due no later than: close of business Tuesday the 14<sup>th</sup> July 2020
- Applications that do not address the criteria will not be considered.