



Position Description

Position Title:	Team leader Sector Capacity
Position Type & Hours:	38 hours per week SCHADS Level 6
Position Reports to:	Executive Director
Direct Reports:	Project Officers x 2 Project Support x 1

Organisational Context

Q Shelter is a peak body for the Queensland housing and homelessness sector (**the Sector**). Incorporated since 1993, it is primarily funded by the Department of Communities, Housing and Digital Economy, with other income streams including membership fees, ticket sales for Sector events, consulting fees and non- recurrent grants.

Q Shelter plays an important role delivering projects to assist in the implementation of the Queensland Housing Strategy 2017-27 and the Queensland Housing and Homelessness Action Plan 2021-25.

Q Shelter is a member-based incorporated association, overseen by a Management Committee.

Q Shelter focuses on:

- building Sector capacity, to deliver evidence-based solutions to housing and homelessness needs;
- influencing public policy and programs, to achieve housing and homelessness solutions; and
- investing in its own resources and systems, as a base to improve its services to the Sector.

Important qualities

The successful candidate will be committed to effective housing solutions and homelessness responses, and will have a proven track record in sector capacity activities. Experience in housing provision is definitely preferred. This candidate will understand sector and industry challenges and opportunities with a commitment to industry development. Q Shelter is seeking a candidate who is enthusiastic and innovative, with proven leadership capabilities and qualities, and the drive to deliver high quality outcomes across the sector capacity team. This role will seek out creative solutions to challenging problems, be a great communicator and write to a high standard. A team player, the successful applicant will contribute to the strength and capacity of the Q Shelter workforce.

Approved by:	Executive Director	Date:	1 November 2021
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Role Specification

About the role

This role is focussed on:

- Overseeing and ensuring the delivery of sector capacity projects within the funded work plan
- Providing leadership and direction to the sector capacity team
- Effective engagement with stakeholders including funding bodies, specialist homelessness services, community housing providers, other service providers, private industry, and Q Shelter members related to the achievement of those projects
- Delivering diverse projects and priorities depending on funding and contracts.

Roles and responsibilities

- Manage the performance of Sector Capacity team members, including undertaking periodic performance discussions and reviews, as required, in accordance with Q Shelter procedures
- Manage the activities of the Sector Capacity team, to the allocated budget
- Oversee and contribute to the development and delivery of products and services that build the capacity of housing and homelessness sector organisations and workforce and that are in the agreed and funded work plan
- Undertake project management activities to ensure projects are scoped, planned and implemented to deadlines and milestones
- Work effectively as a team member and provide supervision to members of the sector capacity team
- Continuously develop knowledge of the sector and its environment and apply professional capabilities to identified issues and challenges
- Actively initiate and build strong relationships with sector stakeholders resulting in improved trust, increased Q Shelter membership and effective partnerships.
- Contribute to Q Shelter overall as a high performing team member
- Participate in and contribute to personal, professional and organisational development as negotiated with Q Shelter.

Key deliverables

- Completion of tasks, deliverables and projects by due dates
- Supervision of team members to a high standard
- Contribution to member and stakeholder relations
- Contribution to the strength and effectiveness of the broader Q Shelter team and appropriate use of organisational structure and roles to advance projects, address concerns and raise opportunities.
- Focused delivery of funded work program.

Key Stakeholder Relationships

- Sector organisations and Q Shelter members
- The Department of Communities, Housing and Digital Economy and other funding bodies
- Q Shelter Management Committee
- Q Shelter team
- Private industry



Key job requirements

Qualifications

- Tertiary qualifications in human services, business or other relevant discipline

Experience

- Minimum of five-years work experience in human services, preferably in the housing sector
- A minimum of three-years' experience in a management role
- Understanding of, or the ability to quickly acquire understanding of, the operating environment, context and governance requirements for community housing and homelessness providers in Queensland and the not-for-profit sector
- Experience in using Microsoft applications, event and training software.

Role requirements

- The successful candidate may be required to travel within Queensland and interstate
- The successful candidate is required to undergo a criminal history check.
- The successful candidate is required to comply with all Q Shelter policies and procedures.

Key criteria

Housing and homelessness policy and service delivery experience and capability

1. Extensive experience and understanding of housing and homelessness solutions in the Queensland context.

Sector capacity

2. Experience and understanding of the housing and homelessness sector, sector capacity issues and workforce development responses as well as experience in workshop facilitation and training.

Communication, research and writing

3. Demonstrated experience and success in the research and development of reports, proposals, tenders, project plans and presentations.
4. Proven success in all written and verbal communication.

Collaboration and engagement

5. A proven track record in working collaboratively and respectfully with internal and external stakeholders to achieve strategic and organisational goals.

Leadership

6. Capability in leading a team and to be self-directed in the implementation of key work priorities and in the management of complex projects to deadlines.
7. Experience and proven success in project management, client engagement and oversight of complex projects and assignments.



Diversity and inclusion

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 receive consideration 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. Q Shelter is currently developing an Innovate Reconciliation Action Plan to guide and strengthen our approach to inclusion of First Nations' Peoples.

To apply for the role:

Please provide a two-page letter outlining how you would approach the role with respect to the key criteria and role requirements. Please also attach a current CV and nominate two relevant and recent referees.

Please submit to recruitment@gshelter.asn.au by 9.00am on 15 November 2021. If you have any questions about the role, please contact Q Shelter on 3831 5900.

You can find out more about Q Shelter at www.gshelter.asn.au