



SGCH Lead, Connecting Communities Position Description

SCHCADS Award Level 6

Key role details

Place Coordinator	
Reports to (position)	Head of Region
Department	Customers
Location	Hurstville, Bonnyrigg, St Leonards and Redfern (may be required to work at other SGCH office locations from time to time)
Remuneration level	Level 6
Essential requirements	<p>Experience in people leadership, with a focus on coaching team members to enhance skills and capability</p> <p>Experience working in a community development, community engagement, community consultation, tenant participation role or similar</p> <p>Experience in developing, maintaining and building on strong partnerships with partners and stakeholders</p> <p>Experience in data collection tools and methodology in a human services context</p> <p>Experience in setting, measuring, and evaluating outcomes of human services programs or similar</p> <p>Experience working with people from diverse backgrounds and cultures, including vulnerable people experiencing homelessness, rough sleepers, people managing mental health issues, experiencing domestic and family violence, people with disability, young people, older people</p> <p>Strong interpersonal skills including listening with empathy, negotiation and facilitation of group discussions, and diffusing tensions</p> <p>Strong written communication skills including operational strategic planning, report writing and grant submissions</p> <p>Self-motivated with a learning mindset, with experience working collaboratively to deliver outcomes</p> <p>Current NSW driving license</p>
Desirable skills	<p>Knowledge of the social housing sector and the communities that live within them, including people with disabilities, health issues, drug and alcohol addictions, experience of the criminal justice system.</p> <p>Degree or relevant experience in social work, community development, community services, welfare or relevant discipline</p>



Position summary

As a SGCH Lead, Connecting Communities you lead a team that is focused on connecting communities to opportunities to improve social outcomes for our customers. You are an operational strategic planner and an experienced community engagement and place making practitioner, passionate about improving outcomes for social housing tenants and communities. You work collaboratively with our Sustainable Tenancies teams and Safe and Sustainable Homes team to develop and implement place-based approaches that respectfully respond to local needs, focused on strengthening community connections and empowering tenants to become involved in their local community, leading to improved social outcomes.

The focus of the Lead, Connecting Communities is to provide support to your team to work collaboratively across the business, driving positive impacts aligned to the suite of SGCH community development and place-based frameworks. Your team consults with our communities to identify activities and services they need, involving them in the decision-making process about what is delivered, and to facilitate the delivery of identified opportunities that most benefits the community. You identify, develop and maintain effective partnerships and collaborations with community organisations and funding sources for access to relevant services, activities and opportunities. You work as part of a broader regional leadership team of dedicated SGCH staff and partner organisations with a shared purpose to increase the opportunities for people living in social housing communities to improve their sense of community, health and wellbeing.

To work at SGCH you are compassionate, responsive, and committed to achieving operational excellence and working collaboratively to deliver best practice social and affordable housing services. You value making a positive contribution to local communities and our shared vision for great places for everyone.

Your Success Profile

Lead, Connecting Communities	
Knowledge – ‘What do you know?’ Value and importance of social and affordable housing to individuals and the community How to support team members to deliver the best services they can by focusing on individual and team strengths How to work with vulnerable people from a range of backgrounds How to work collaboratively to develop and facilitate place-based approaches of community engagement	Experience – ‘What have you done?’ Coordinated teams or projects in a challenging human services environment Developed and managed partnerships Delivered people-focused community development activities and programs for improved social outcomes Facilitated community consultation and engagement events using best practice approaches Managed budgets Planned and prioritised a busy workload



<p>Behaviours – ‘What can you do?’</p> <p>Lead a team to provide exceptional customer service</p> <p>Work in partnership to deliver community development activities and services</p> <p>Facilitate improved community, health, and wellbeing outcomes for our customers</p>	<p>Personal qualities – ‘Who you are’</p> <p>Kind, responsive, caring and supportive</p> <p>Innovative, creative, and strategic thinker</p> <p>Enjoy working with people for a social purpose</p> <p>Work with integrity to deliver the best outcomes for customers</p>
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Your work as a SGCH Lead, Connecting Communities

Our strategic work areas Your daily work	
Vision, purpose and strategy	<ul style="list-style-type: none"> Working together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities Leading a team to deliver great places, thriving people, connected communities Aspiring to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday
Customer service	<ul style="list-style-type: none"> Promoting a culture of respect, courtesy, authenticity, and fairness when interacting with our customers Ensuring the team responds to customer enquiries and requests with care and urgency Working with your team and across the business to resolve complex customer issues and needs
Leadership and teamwork	<ul style="list-style-type: none"> Leading by example, modelling a culture of innovation, support, accountability, respect and integrity Working as a team to provide best practice community engagement services Collaborating with teams across our organisation to improve outcomes for customers Supporting team members by sharing knowledge and skills, and working together to resolve challenging situations
Community development, engagement and empowerment	<ul style="list-style-type: none"> Working in collaboration across the business to develop, implement and review the outcomes and impact of the SGCH Community Development and Placemaking Strategy Supporting a team to work in accordance with suite of SGCH community development and place making frameworks and principles of empowerment, inclusion and diversity, collaboration and participation, transparency and trust Supporting customers to connect, engage and participate in their community, to reduce social isolation and create a sense of belonging



	<ul style="list-style-type: none"> Facilitating tenant and community engagement events and supporting the operations of local tenant groups
Placemaking	<ul style="list-style-type: none"> Facilitating place-based approaches in key customer communities in partnership across the business Helping customers develop a vision for their community and a shared understanding that by working together more can be achieved to benefit all parts of the community Working with customer communities to understand their needs, involve them in the decision-making process and feed into our placemaking approach Developing and delivering local placemaking plans that set out our commitments to improve social housing communities through service innovation, partnerships and upgrades to the physical environment Measuring and reporting on outcomes and impact of place-based approaches, in accordance with SGCH Social Outcomes Framework
Grants and budget monitoring	<ul style="list-style-type: none"> Identifying and writing submissions for grant funding and philanthropic opportunities for services and programs to support our customer communities to enhance social and environmental outcomes Developing the annual placemaking and community development budgets for the region Monitoring expenditure against planned budget
Partnership and stakeholder management	<ul style="list-style-type: none"> Working collaboratively with peers in government and other community housing providers to share practice and identify opportunities for joint community engagement activities Developing and managing partnerships within a network of local support and health services Strategically manage partnerships, such as local council community development and community services teams to support placemaking and ongoing delivery of placemaking plans Planning and delivering a program of partner activities at social housing sites to support enhanced tenant health and wellbeing outcomes
Learning mindset and accountability	<ul style="list-style-type: none"> Modelling and encouraging a learning or growth mindset within the team to build a culture of continuous learning, that values evidence, data and constructive feedback and exposure to new experiences Ensuring accountability across the team by setting clear expectations and goals, building a shared understanding and commitment to deliver, and having accountability conversations when expectations are not met Working with the team to identify learnings from placemaking plans and activities undertaken, and embedding relevant changes to practice
Self-management	<ul style="list-style-type: none"> Working flexibly to adapt and respond quickly when situations change



	<ul style="list-style-type: none"> • Being open to new ideas, seeking feedback and responding constructively • Looking for and taking advantage of opportunities to learn new skills and develop strengths • Being resilient and able to work under pressure
Business excellence and innovation	<ul style="list-style-type: none"> • Planning and completing work to agreed timeframes and standards • Understanding team and organisational objectives and aligning your activities accordingly • Identifying ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	<ul style="list-style-type: none"> • Understanding and following legislation, rules, policies, guidelines and codes of conduct that apply to your role • Helping others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensuring the privacy of customer and organisational information is protected at all times
Compliance and reports	<ul style="list-style-type: none"> • Embedding systems to support compliance with funding agreements, contracts and program guidelines • Supporting high quality data and information collection across the team to contribute to accurate reporting with a focus on outcomes • Using appropriate governance tools, such as meetings, huddles, visual management board (VMB), project plans, to monitor operational performance and share information
Accountability and risk	<ul style="list-style-type: none"> • Identifying and following safe work practices; and being vigilant about their application by self and others • Attending workplace health and safety training • Being aware of risks that might impact on the completion of an activity and escalating these when identified • Identifying and managing critical incidents in a timely and effective way • Speaking out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • Using core office software applications such as Outlook, Word and Excel • Managing and updating information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Complying with SGCH policies on the acceptable use of technology



Our expectations	Your values and behaviours
Top accountabilities	<ol style="list-style-type: none"> 1. Providing responsive and respectful customer centric services in accordance with our customer service standards and commitments 2. Actively managing safety and promoting our safety culture 3. Leading the team to be focused on improving social housing communities by facilitating the integration of community development and place making activities with physical and environmental upgrades of social housing sites 4. Driving operational excellence in the delivery of best practice community consultation and engagement techniques to build trust with social housing communities and identify key areas for action to feed into local place-based approaches, with a focus on outcomes and outcomes reporting 5. Collaborating across the business to develop and implement local placemaking plans, designed to meet tenant and social housing community needs and improve the places they live 6. Cultivating and building key partnerships to support enhanced outcomes for customers 7. Supporting continuous improvement by facilitating regular reviews of processes and tools that support the team to deliver best practice services, and identifying areas for service improvement 8. Knowing and understanding SGCH policies and processes, particularly the SGCH Social Impact Framework, and applying them with a focus on delivering sustainable housing outcomes for tenants 9. Applying the Australian Privacy Principles to managing tenant information and data 10. Supporting the review and improvement of community development and placemaking practices by reviewing relevant information, research and best practice
5 iSARI values	<ol style="list-style-type: none"> 1. Innovation - to find new and better ways of working, to deliver the most impact for our customers and to support us to be a leading community housing business 2. Support - a business environment that is caring and provides support and encouragement to everyone involved in managing, delivering, and using our services. Engagement with SGCH goals 3. Accountability - being transparent and accountable to our stakeholders for our actions and decisions and being collectively and individually professional in the way we conduct business. Ensuring our professionalism in each everyday action 4. Respect - for the unique contribution of our team members and partners and for customers, whatever their circumstances. Willingness to listen to and gain understanding of others and to work together. Collaborating and innovating through shared learning 5. Integrity - being honest, open, and appropriate in our communications with others, understanding and meeting our governance and management responsibilities. Informed action with discernment



4 vital behaviours	<ol style="list-style-type: none">1. 'I speak up' - speaking up and sharing your opinion to lead to great outcomes for yourself, customers, colleagues, and the business. Creating a space for this behaviour by encouraging others to speak up, listen and respond with care and respect2. 'I make mindful requests' - making sure our requests are mindful, saves time, makes sure tasks are done right the first time and prevents confusion. Mindful requests help you know exactly what you are committing to and improves the way we work together and make a better experience for all our customers3. 'I ask, "Is there a better way"?' - the process of exploring alternative options to achieve the outcomes we are looking for. We use this commitment to create an opportunity for each of us to learn and develop. It prompts us to think differently, consider multiple perspectives and be creative4. 'I do what I say I will' - being conscious of the commitments we make to ensure that the things we say we will do are achievable and that we have everything we need to perform a task before we start. Using this commitment helps us to build trust and work together to deliver outcomes for our customers
Our service commitment	<p>We value our customers and have developed these Customer Service Standards to demonstrate our commitment and measure our progress in providing a consistent, excellent customer experience:</p> <ol style="list-style-type: none">1. We provide access to affordable homes and high-quality services for you2. We listen and value your views3. We explore new and better ways of doing things4. We do what we say we will do5. We respect you