



Richmond Area Manager (Community Housing)

About us:

North Coast Community Housing (NCCH) has been providing community housing in northern New South Wales since 1984. We manage over 900 social and affordable properties from our offices in Lismore, Grafton and Tweed Heads. We believe that everyone has the right to live in safe, comfortable and affordable housing. We are passionate about our role as the gateway for people who are most vulnerable and in need of our help. We offer our tenants an exceptional service, which is professional, responsible and responsive to their individual needs. NCCH is more than just a landlord. We provide opportunity and seek to empower our tenants by supporting change and building positive neighbourhoods and communities. We work together with tenants and our many community partners and stakeholders, to not only build long-lasting tenancies, but support our tenants to create positive futures for themselves.

We are committed to our values, our people and our culture. Our values are:

Respect: We are a people centred organisation, respecting the diversity and different needs of the individuals we work with.

Social Responsibility: We support people with housing needs, striving for equality and fairness in housing outcomes.

Professionalism: We work with integrity to provide quality, innovative services and are accountable for our decisions and actions.

Safety & Wellbeing: We are committed to a work environment that values health, safety and wellbeing.

About the role:

Reporting to the Operations General Manager, the Richmond Area Manager leads the Richmond access and tenancy teams, to deliver a broad range of social and affordable housing management services. The role has an emphasis on sustaining tenancies, supporting the local team in its complex tenancy work, to sustain those tenancies at risk of failure. The role is also responsible for working in conjunction with the Operations GM and Project Officer in the development and implementation of local community development/action plans. The Area Manager ensures there are effective responses to policy, procedural and system needs of the team and is a member of the NCCH Leadership Team.

Essential Selection Criteria:

- Tertiary qualifications in social work, community services, social science or social housing.
- Demonstrated expertise in coaching, development and mentoring staff in a team learning environment.
- Previous experience within the social housing or community services sector.
- Demonstrated knowledge of government legislation, regulations, theory and Acts and prior responsibility for working within these constraints
- Demonstrated expertise in the provision of high quality customer service all clients including those with complex needs.
- Strong problem solving and negotiation skills.
- Sensitive to the needs of clients from highly diverse backgrounds, with a flexible worldview and emotional maturity.

- High degree of drive, initiative, motivation and outcome orientation, with the capacity to deal with multiple and often conflicting priorities.
- Effective written and verbal communication skills with the ability to build and maintain effective internal/external relationships and to share specialist knowledge and technical skills within in a team environment.
- Well developed computer skills, including proficiency with MS Office Programs particularly Word, Excel and PowerPoint.
- Current NSW drivers licence.

Desirable Selection Criteria:

- Experience working in community housing organisation(s)
- Knowledge of relevant legislation and emerging trends within social and affordable housing services industry.
- An awareness of social housing products and services.
- Understanding of residential tenancy law.

What we offer:

We offer ongoing professional development, a flexible and supportive working environment including family friendly working hours, employee assistance program, salary packaging and above award wages.

This full-time position is based in the regional centre of Lismore and includes a motor vehicle.

To Apply:

Please provide a resume and a cover letter with a brief overview of how your skills and experience meet each of the selection criteria listed above. Please note: applications not addressing the selection criteria will not be considered.

Email applications and enquiries to info@ncchc.org.au

Closing date: .

We partner with our local Aboriginal Community and welcome applications from Aboriginal and Torres Strait Islander Australians.

Thank you in advance for your application, please note only shortlisted candidates will be contacted.