



Murdi Paaki Services Ltd

(an initiative of Murdi Paaki Regional Assembly)

POSITION DESCRIPTION

Position Title: Project Manager (Tenancy Support and Education Programme)

PRIMARY OBJECTIVE

The Project Manager Tenancy Support and Education Programme (TSEP) is primarily responsible for the management and supervision of a team of Community Project Officers in delivering the Programme's objective in the Murdi Paaki Region. This includes supporting Aboriginal social housing tenants, and particularly those at risk, to sustain their tenancies long-term through the provision of a range of support mechanisms, including tenant assistance and education, tenancy case management, human services collaboration and community engagement.

In position holder will also be responsible for:

- Ensuring the programme delivers outcomes for tenants through robust planning, monitoring, reporting and issues management;
- Increasing awareness of support services available in community and the number of tenants engaged with support services;
- Increasing knowledge on housing application processes, tenant's rights and responsibilities and tenant contact with WATAAS;
- Assist in the promotion and delivery of the Regional Aboriginal Housing leadership funded projects
- Designing and delivery of several large value tenant engagement projects, requiring collaboration and negotiation with an array of stakeholders;
- Building relationships with other services that also support people in remote areas and to model collaborative and cooperative practices with staff which reflect a partnership approach with the community.

REPORTING RELATIONSHIPS

The position holder will report directly to the Regional Aboriginal Housing leadership project Director.

The Community Project Officers team will report directly to the Project Manager. The position holder is a staff member of the Murdi Paaki Services Ltd (MPSL) and as such will contribute with other work colleagues in collaborative team work and team building.

ORGANISATIONAL ENVIRONMENT

Murdi Paaki Regional Assembly

Murdi Paaki Regional Assembly (MPRA) is the peak Aboriginal governance body for the Murdi Paaki Region representing the interests of Aboriginal and Torres Strait Islander peoples throughout Western NSW. Membership of MPRA comprises Chairpersons or nominees from the sixteen Community Working Parties (CWPs) representing constitutes with the Region, representatives of the Murdi Paaki Aboriginal Young and Emerging Leaders (MPAY&ELP), three NSW Aboriginal Land Council (NSWALC) Councillors and an independent Chairperson.

Murdi Paaki Regional Assembly has a long and proud history of prosecuting a visionary agenda for regional autonomy and self-determination in the Murdi Paaki Region. Through a succession of regional planning instruments, and our ever-evolving relations with governments, NGOs and other partners, we have sought to assert our sovereign rights as First Nation peoples of Australia and to have our aspirations for jurisdiction within our country recognised, respected and resourced.

The Murdi Paaki Regional Plan 2016 (as updated) continues the tradition of setting a framework for strategic development and defines the next phase of community-initiated actions directed at raising our political, cultural, social and economic status. It is intended to inform not only Governments in their dealings with communities across the region, but also the increasing number of NGOs, private, sector enterprises and other institutions wishing to engage with our communities.

Murdi Paaki Services Ltd

The Murdi Paaki Services Ltd (MPSL) is an Aboriginal community controlled organisation under sole ownership and governance of the Murdi Paaki Regional Assembly (MPRA). MPSL has a clear strategic focus of promoting and progressing political, cultural, economic and social wellbeing of Aboriginal communities within the Murdi Paaki region. This includes fostering good relationships with government to contribute our knowledge and guidance in the planning, delivery and evaluation of services and taking responsibility for driving change at a regional level.

As such the Murdi Paaki Services Ltd (MPSL) is the operational and business arm of the MPRA.

KEY COMMUNICATIONS

This is a key management position within the MPSL and high level plain English written and oral communication and planning skills are essential to meeting the requirements of the role, as well as a hands-on practical and flexible approach to problem solving.

Internal: The position holder will have regular communication and liaison with the Regional Aboriginal Housing leadership project Director and regular interaction with the members of the TSEP team. Communication, interaction and relationships with other staff of the MPSL will also be required.

External: Externally the position holder will be required to establish and maintain regular contact with tenant clients and potential clients requiring information, education, advocacy, advice, support, and assistance. They will also maintain positive relations with other service providers and staff. The position holder maintains positive relationships with relevant Aboriginal communities, government and non-government service providers.

CHALLENGES

Major challenges faced by the position are:

- Achieving better outcomes for Aboriginal tenants by facilitating partnerships across human services agencies;
- Enhancing data collection, evaluation and analysis functions to ensure planning is robust and resources are targeted where they are needed most;
- Assisting tenants to develop practices which contribute to improved financial management, tenancy security and wellbeing;
- Developing and implementing of a performance measurement framework and evaluation protocols;
- Managing the stresses associated with working in a highly challenging environment;
- Offering empathy in delivering culturally safe case management services to vulnerable tenants;
- Displaying and promoting the type of leadership and activities that have the ability to positively influence team culture and business performance.

DECISION MAKING

The position holder ensures that staff, general operations, administration and service delivery issues of the TSEP services are resolved consistent with the MPLS policies, procedures and delegations of authority.

Decisions outside those delegated to the position holder must be referred to the Regional Aboriginal Housing leadership project Director. The position holder provides advice and direction to the TSEP team, particularly with regard to decisions about prioritising and allocating work to ensure staff are managing their time and resources in the most effective and efficient way that will benefit tenant client outcomes and service delivery.

MAJOR ACCOUNTABILITIES

The primary functions of the Project Manager are responsibility for:

- Leading, managing and supervising a team of Community Project Officers within the Murdi Paaki Region.
- Ensuring the programme delivers outcomes for tenants through robust planning, monitoring, reporting and issues management.
- Delivering services that meet the following goals:
 - Increased community knowledge of the Aboriginal housing sector among both tenants and service providers;
 - Increased accessibility to services for vulnerable groups who may be at risk of homelessness or living in overcrowded situations;
 - Increased awareness of support services available in community and the number of tenants engaged with support services; and
 - Increased knowledge of housing application processes and of tenant rights and responsibilities and tenant contact with WATAAS.
- Designing and delivery of several large value tenant engagement projects, requiring collaboration and negotiation with an array of stakeholders.
- Allocating and supervision of tenant cases and for conducting regular case reviews with the TSEP team and the support services provided to tenants.
- Building relationships with other services that also support people in remote areas and model collaborative and cooperative practices with staff which reflect a partnership approach with community.
- Building collaborative working arrangements with Community Working Parties to improve service integration, reach, relevance at local level and accountability.
- Developing and implementing housing advisory services and application support services to assist tenants.
- Collecting, collating and analysis of statistical data to: develop the evidence for planning and design of tailored interventions; provide management reports and other relevant information and demonstrate performance outcomes.
- Managing the production of quarterly newsletter and a social media campaign to create awareness of project events and support services available to tenants.
- Oversight and planning of community family fun day events within the Murdi Paaki community and providing the forum for assistance and education in relation to social housing application, tenancy obligations and engagement with human services.
- Developing and reviewing promotional information and educational products that inform tenants and stakeholders about the services, advice and support provided.
- Developing and maintaining stable, productive, professional and collaborative intra-office working relationships between all staff members.
- Provide considered, independent, balanced and professional advice.
- Communicating with the team and utilise the local knowledge and experience of Community Project Officers to make informed decisions.

KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Essential Criteria

- Excellent understanding, knowledge, and appreciation of the cultural and social needs of Aboriginal people combined with continuing respect and support for Aboriginal cultural practices in dealing with communities and staff.
- Excellent understanding and knowledge of the Murdi Paaki Regional Assembly (MPRA) operations and its Regional Plan.
- Knowledge of social housing in NSW and issues that impact tenancies in remote NSW and appropriate

federal and state funded support services for tenants in remote NSW.

- Relevant qualifications in social services and/or relevant experience.
- Proven capacity to collaborate and build strategic partnerships with other organisations operating in remote NSW to influence the organisational success.
- Advanced program management skills and an ability to support the delivery of high-quality outcomes in tight timeframes and capacity to design, plan and oversee community events.
- Demonstrated ability to lead and manage staff in a team-based environment to optimise productivity and satisfaction as well as provide active support, supervision, advice and coaching to team members
- Superior communication, negotiation and interpersonal skills, including a proven track record in developing effective relationships with a diverse range of internal and external stakeholders.
- Exercise strong problem-solving, decision-making, delegation and advocacy capabilities and access, collect and analyse relevant data, demonstrated achievement of performance indicator.
- Demonstrated commitment and capacity to implement organisation wide Workplace Health & Safety and Ethical and Diversity practices in the workplace.
- Current valid unrestricted NSW Driver's licence and a willingness to drive in regional and country locations and stay overnight or longer. Travel requirements play a significant role in the ability to fulfil the requirements of this role.

Desirable Criteria

- Experience or qualifications in the provision of Case Management, support services or similar.
- Knowledge of mandatory reporting guidelines and risk of significant harm threshold.
- Australian Aboriginal and Torres Strait Islander people are encouraged to apply.