

# Manager, Partnership and Support Coordination

Department	Operations	Reports To	Director, Housing
Positions reporting to this position	Housing Support Coordinator/s		
Location	Sydney and Brookvale	Award Level	8
Award Name	Social, Community, Home Care and Disability Services Industry Award		

### Primary Purpose of this Position

The Manager, Partnership and Support Coordination is part of the operational management team and supports Bridge Housing to achieve its strategic and annual business goals. This is done by developing and implementing partnerships aligned with Bridge Housing's Support Partner Strategy and coordinating support services to drive tenancy sustainability. The Manager, Partnership and Support Coordination is responsible for managing the Support Coordination function across the organisation.

### Accountabilities

1. Support the Senior Management Team to deliver core goals and business activity identified in the strategic and annual business plans.
2. Embed and maintain adherence to the Management Operating System (MOS) to deliver upon corporate Key Performance Indicators for the operations team based in the northern region.
3. Ensure consistent high quality service from the Support Coordination team by managing adherence to the Customer Service Standards, relevant policies and procedures and managing complaints and appeals to effective resolution.
4. Lead the effective delivery of support services to support tenants with complex needs by working collaboratively with internal and external partners.
5. Identify opportunities for new alliances and partnerships, and monitor delivery of partnership agreements to ensure improved tenancy outcomes.
6. Manage service and contractual commitments with government agencies and external services to provide support to residents.
7. Support the continual improvement and development of services by continually reviewing and improving policies and processes to drive effective support coordination services.
8. Support corporate governance and regulatory obligations by analysing and reporting on operational performance, providing recommendations for improvement and preparation of executive and Board reporting.
9. Ensure adherence to relevant laws and regulations affecting the sector and ensuring the WHS, safety and risk frameworks are implemented and maintained.
10. Assist in driving company culture and performance through leadership practices that attract and retain high quality staff, manage performance and develop employee capability.
11. Increase the profile and reputation of Bridge Housing by building strategic networks and partnerships, attending industry forums and being an active member of the community housing sector.

#### OTHER SKILLS, EXPERIENCE AND QUALIFICATIONS

- Demonstrated experience of working in the community housing sector, government or social services sector.
- Demonstrated leadership success working at a management level and driving team performance.
- Sound understanding of best practice social housing management, policy and legislation applying to the community housing industry.
- Understanding of support service provision to drive positive outcomes for vulnerable people.
- Relevant tertiary qualifications.

## KEY CAPABILITIES

### Cultural Capabilities

Cultural capabilities are common to all jobs at Bridge Housing. They describe the critical behaviours and ways of relating to work colleagues and others. These capabilities translate the Bridge Housing corporate values such as socially responsible, people focussed, building relationships and professionalism and integrity.

#### SOCIAL AWARENESS

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates social awareness	<ul style="list-style-type: none"> <li>Continually shares knowledge and experience in working in a culturally diverse environment with those less experienced.</li> <li>Develops and adopts communication and business processes and practices appropriate to the needs of various cultures engaging with the business.</li> </ul>	Level 4
Understands the operating environment and its stakeholders	<ul style="list-style-type: none"> <li>Understands the responsibilities, legal obligations and limits that apply to the organisation.</li> <li>Understands the strategic plans and translates into projects and initiatives.</li> <li>Demonstrates an extensive understanding of key stakeholders and ensures the team is responsive to the needs and perspectives of key stakeholder groups.</li> </ul>	Level 4
Values diversity and social inclusion	<ul style="list-style-type: none"> <li>Shares knowledge and experience in working in a culturally diverse environment with those less experienced.</li> <li>Acts as a role model to promote a fair, equitable and inclusive workplace.</li> <li>Supports the team to value and work effectively with diversity</li> </ul>	Level 3

#### CLIENT FOCUSED

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates service orientation	<ul style="list-style-type: none"> <li>Develops and coordinates client service strategies for the provision of quality client service.</li> </ul>	Level 4
Strives for excellence in service delivery	<ul style="list-style-type: none"> <li>Fosters a collaborative team spirit focused on service delivery.</li> <li>Consults with groups of clients to strategically understand their needs and improve services.</li> <li>Coordinates a range of services and develops and encourages seamless transitions between different services.</li> </ul>	Level 4
Demonstrates professional empathy	<ul style="list-style-type: none"> <li>Models respectful and effective approaches in dealing with clients.</li> <li>Understands and effectively manages emotional responses when dealing with others.</li> <li>Identifies opportunities to strengthen and support teams for ongoing delivery of services.</li> <li>Creates policies and systems for the protection of client confidentiality and privacy.</li> </ul>	Level 4

## STRATEGIC RELATIONSHIPS AND PARTNERSHIPS

Capability and Elements	Behavioural Indicators	Capability Level
Builds relationships and networks	<ul style="list-style-type: none"><li>• Uses relationships to seek information of strategic importance and regularly keeps in touch and collaborates with key stakeholders.</li></ul>	Level 4
Works effectively in a team	<ul style="list-style-type: none"><li>• Promotes transparency and inter departmental coordination to engender trust.</li><li>• Manages cross functional teams and projects.</li></ul>	Level 4

## CONTINUAL IMPROVEMENT AND CHANGE

Capability and Elements	Behavioural Indicators	Capability Level
Strives for continual improvement	<ul style="list-style-type: none"><li>• Continually looks to improve the service and work practices of self and others.</li><li>• Consults with team members to establish shared ideas for improvement.</li><li>• Provides the means to discuss new ideas and encourages team involvement.</li><li>• Analyses systems and procedures to identify opportunities for improvement.</li><li>• Implements and monitors the implementation of new ideas and programs.</li></ul>	Level 4
Manages and embraces change	<ul style="list-style-type: none"><li>• Responds positively and effectively to unexpected change.</li><li>• Adapts skills and knowledge to new situations and work practices.</li><li>• Ensures others understand the change and have the appropriate training and knowledge to adopt the change.</li><li>• Assists teams to develop a clear understanding of impending change.</li><li>• Initiates change where required.</li><li>• Looks externally for opportunities for change/improvements.</li><li>• Plans and successfully manages significant change programs.</li><li>• Translates the change agenda into strategic and operational plans.</li><li>• Measures and evaluates the effectiveness of the change.</li><li>• Allocates appropriate resources to the change process.</li></ul>	Level 5

## PROFESSIONALISM AND INTERGRITY

Capability and Elements	Behavioural Indicators	Capability Level
Acts with integrity	<ul style="list-style-type: none"><li>• Takes responsibility for own and others performance and behaviours.</li><li>• Holds others accountable.</li><li>• Acts as a role model in demonstrating professionalism and integrity at all times.</li><li>• Encourages others in the team to approach work with professionalism and integrity.</li><li>• Addresses behaviours or actions of other which are at odds with company policy and values.</li><li>• Makes balanced decisions, taking into account the social and ethical factors.</li></ul>	Level 3
Works within safety, risk and governance frameworks.	<ul style="list-style-type: none"><li>• Contribute to the identification and control of risks and hazards in the work place.</li><li>• Interprets and applies relevant regulations, policy and procedures and ensures compliance in work practices.</li><li>• Demonstrates a commitment to client privacy and confidentiality by securing records and practicing excellent administration practices.</li></ul>	Level 2

## Enabling Capabilities

Enabling capabilities are the core skills, knowledge and abilities required to effectively deliver and perform most roles at Bridge Housing. They support the delivery of a person's accountabilities and KPI.

PLANNING AND ORGANISING		
Capability and Elements	Behavioural Indicators	Capability Level
Planning and organisational skills including strategic planning	<ul style="list-style-type: none"> <li>Prioritises others' work and delegates appropriately. Ensures that key requirements are met.</li> <li>Demonstrates flexibility in planning to meet unforeseen circumstances.</li> <li>Uses planning tools, systems and procedures to plan and organise own and teams performance.</li> </ul>	Level 3
PROBLEM SOLVING AND DECISION MAKING		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates analytical thinking and problem solving skills	<ul style="list-style-type: none"> <li>Seeks all relevant information on problem to assist in development of solutions.</li> <li>Engages key stakeholders to find best solution to problems.</li> <li>Implements and monitors solutions.</li> <li>Instructs and guides others in the process of resolving problems.</li> </ul>	Level 3
COMMUNICATION		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates effective verbal communication skills	<ul style="list-style-type: none"> <li>Confidently conveys ideas and information in a clear and interesting manner.</li> <li>Explains complex concepts in such a way as to be understood by the target audience.</li> <li>Develops scripts and presentations to range of audiences on specific projects and initiatives.</li> <li>Models good verbal communication techniques to the team.</li> <li>Diffuses tense situations comfortably.</li> </ul>	Level 3
Uses written communication effectively	<ul style="list-style-type: none"> <li>Demonstrates knowledge of effective communication and uses the most appropriate method.</li> <li>Develops briefs and recommendations which balance competing ideas and arguments.</li> <li>Writes policy and procedures in a logical and systematic way.</li> <li>Produces reports and recommendations which clearly explain concepts that support arguments.</li> <li>Develops operational guidelines, complex technical reports and projects scopes for the immediate work area.</li> </ul>	Level 4
Negotiates with skills and influence	<ul style="list-style-type: none"> <li>Undertakes straight forward negotiations around timelines for delivery of service for both internal and external stakeholders.</li> <li>Establishes trust with stakeholders and works to understand their needs.</li> <li>Convinces others of the appropriate course of action based on knowledge and experience.</li> <li>Always uses respect and courtesy when negotiating.</li> </ul>	Level 2

COMMUNICATION continued		
Manages and resolves conflict	<ul style="list-style-type: none"> <li>Understands and applies tactics to manage conflict in the work situations.</li> <li>Takes a problem solving approach to resolving conflict.</li> <li>Actively listens and uses this to clarify problems and focus attention on facts and solutions rather than feelings and grievances.</li> </ul>	Level 2
TECHNOLOGY		
Capability and Elements	Behavioural Indicators	Capability Level
Uses and harnesses technology	<ul style="list-style-type: none"> <li>Demonstrates a detailed knowledge of all technology relevant to the work area.</li> <li>Ensures that all staff are using the technology appropriately and arranges skills training as required.</li> <li>Identifies ways to leverage the value of technology and achieve work efficiencies using the workplace's existing technology.</li> <li>Explores the relevant technology to increase knowledge and improve efficiencies in the department.</li> </ul>	Level 3
POLICY AND PROCEDURES		
Capability and Elements	Behavioural Indicators	Capability Level
Develops and maintains workplace policy and procedures	<ul style="list-style-type: none"> <li>Regularly reviews policy and procedure in the work area to ensure efficiency and compliance.</li> <li>Consults widely throughout the organisation for the effective development of workplace policy and procedure relevant to area of responsibility.</li> <li>Consults with stakeholders to develop clear and workable policies and procedures that align with organisational plans and goals.</li> <li>Provides guidance and expert advice to others in the development and review of policy and procedures in area of expertise.</li> </ul>	Level 4

### Professional Capabilities

Professional capabilities define the specific knowledge, skills, abilities that are specialist or specific in nature. They are not relevant to all roles at Bridge Housing, however have been identified as critical to delivering Bridge Housing's objectives now and in the future.

FINANCIAL MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates sound financial management practices	<ul style="list-style-type: none"> <li>Assists with budget reviews and works to established budgets.</li> <li>Demonstrates good skills in financial analysis and reporting.</li> <li>Effectively manages teams budget and ensures financial targets and controls are maintained.</li> </ul>	Level 3
PROJECT MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Experience managing and/or participating in projects	<ul style="list-style-type: none"> <li>Develops project plans for the efficient delivery of moderately complex projects.</li> </ul>	Level 3

- Defines and allocates tasks and resources in a project.
- Uses project management tools to document and capture data.
- Communicates and monitor's progress with project team and key stakeholders.
- Evaluates the success of the progress and reports on findings to senior management.
- Is responsible for meeting time, budget and quality requirements on parts of projects or smaller projects.
- Implements project monitoring frameworks.  
Implement project evaluation frameworks

#### TECHNICAL KNOWLEDGE

##### Capability and Elements

Demonstrates and applies technical/professional experience

##### Behavioural Indicators

- Demonstrates an in depth understanding of whole of company operations and seeks links to own role.
- Keeps up to date on current research and technology in the industry and own professional field.
- Provides authoritative advice.
- Add any other skills and/or experience required for this role. Include qualifications,

##### Capability Level

Level 4