



inhousing.

STRETCHY TECH 
NOTHING OUT OF REACH

supported by



Julia Farr Association

STRATEGY LEADER

JOB & PERSON SPECIFICATION

NOVEMBER 2021

CONFIDENTIAL DRAFT

Executive Team Member Role description & person specification

Title of Role: Strategy Leader, inclusive housing and technology

Term of Appointment: Full- time (contract term to be confirmed)

ABOUT THE ROLE

1. Summary of the role's aim

The Strategy Leader, Inclusive Housing and Technology operates at a General Manager level and is responsible for:

- Providing strategic and tactical leadership of:
 - the ***inhousing*** suite of services that includes the design and delivery of inclusive housing solutions for people living with disability, and
 - the ***Stretchytech*** social enterprise that designs and delivers inclusive technology solutions that give people living with disability control and choice at home, and
 - ensuring these services:
 - deliver high quality outcomes for people living with disability,
 - Grow and adapt to the continuing developments in the housing and assistive technology sectors
 - Consolidate a reputation for leading edge design and discovery
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2. Main Benefits (Outcomes)

[A summary of the measurable benefits that will be brought to the target community]

The success of this role will be reflected by an improvement in the life chances of people living with disability through:

Inclusive housing

- A growing portfolio of contemporary, well-maintained inclusive housing stock that position tenants well in terms of:
 - Access, choice and control
 - building connection and membership in mainstream community life
- a growing tenancy management service that is satisfying to tenants and to the property owners/investors (which beyond our own stock can include the South Australian Housing Trust, community agencies, and others)
- A continued reduction in the aggregate average number of tenants per dwelling across the portfolio
- Continuous evolution of the landlord-tenant relationship, through uncovering 'social landlord' best practice
- Maximised access to SDA funding
- Maximised access to other sources of finance for new developments where debt is serviced entirely from within each new development
- Well-supported, satisfied housing staff who consequently give high performance
- A consolidated agency reputation for (1) inclusive housing design, development and renewal, (2) high quality 'social landlord' tenancy services, and (3) collaboration

Inclusive technology

- A growing body of work in the design and delivery of inclusive technology solutions that compellingly demonstrate:
 - how they give people living with disability greater access, choice and control, and greater capacity for building connection and membership in mainstream community life
 - financial sustainability benefits
- Continued development of the business model
- Continuous evolution of the service through the routine discovery of innovative tailored solutions based on mainstream (and emerging) technology
- Well-supported, satisfied Stretchy Tech staff who consequently give high performance
- A consolidated agency reputation for (1) delivering tailored inclusive technology solutions that achieve strong outcomes, and (2) collaboration.

3. Main Deliverables (Outputs)

[A summary of what the role will quantitatively produce]

- Successful development of new housing stock, and timely renewal/refurbishment of existing stock, where 'success' means it (1) reflects our values, (2) is delivered on time and budget
- Well-documented delivery of a growing tenancy management service, comprising contemporary agreements, well-developed relationships, and a responsive service that supports tenancy stability and respect
- Documented, proactive, ongoing discovery of social landlord best practice

- Well-developed collaborative relationships with government, community and private stakeholders who have a stake in the properties or the lives of the tenants, and which advance and uphold our values
- Full compliance with all relevant legislative and regulatory requirements
- Stable and growing operational surplus
- Delivery of line support to inhousing team members that is reflected in their wellbeing, performance, and development

Inclusive technology

- Successful delivery of impactful service to a growing customer base
- Optimised operational arrangements
- Revenue growth
- Well-developed collaborative relationships with government, community and private stakeholders who have a stake in inclusive technology and its beneficiaries
- Full compliance with all relevant legislative and regulatory requirements
- Delivery of line support to Stretchy Tech team members that is reflected in their wellbeing, performance, and development

4. Main work activities (Processes)

- Leading the regular consultation with people living with disability, tenants, and related stakeholders about the intent, nature, practice, and impact of our work in inclusive housing and technology
- Strategy and business planning
- Overseeing the development of proposals for new/renewed housing, including site selection, optimised yield design, finance, and other related planning
- Overseeing the planning and delivery of planned and responsive housing maintenance
- Overseeing the planning and delivery of tenancy support services
- Overseeing the planning and delivery of inclusive technology services
- Developing and overseeing systems for organisational learning within the portfolio
- Developing and overseeing systems for preparation for audit, development of reports, and other external compliance requirements
- Leading the portfolio's marketing/communications planning and delivery to communicate the service offer and impact to internal and external stakeholders
- Line support to portfolio personnel, including work planning, performance review, professional development, and wellbeing support
- Developing and overseeing arrangements that ensure business continuity, including during weekends and public holidays
- Preparation of portfolio reporting to the board of directors
- Participation in activities that contribute to other strategic and tactical activities at the three agencies, in support of our values
- Other activities as directed by CEO

5. Reporting/Working Relationships

This role reports to (role sponsor): CEO

This role provides formal support and guidance to the following other roles:

Currently, direct reports include:

- Service Leader, Tenancy Management
- Stretchy Tech Manager
- Property Development Project Manager

Via these direct reports, the role oversees other personnel working in the housing and technology teams, students, trainees, interns, volunteers etc who may from time-to-time be involved with one or more entities within the Julia Farr group.

This role is responsible for leading sustained good networks with stakeholders, including:

- People living with disability, their families and other informal supporters, and people in formal support roles such as service provider personnel, formally-appointed guardians, etc
- Senior personnel within relevant government agencies
- Agencies working in the housing, technology, and disability support sector
- Tenants, preferred trades, building designers and builders
- Board members undertaking Board-mandated work in relevant areas

6. Special Conditions (Such as travel requirements, frequent overtime, etc).

The incumbent is required to:

- be available to coordinate out-of-hours emergency response on an occasional basis.

The role demands a commitment to:

- support the integrity of the organisation by maintaining a high standard of personal and professional conduct that supports our values, including:
 - people living with disability having personal authority in their lives
 - people living lives of active citizenship
 - inclusive communities
 - capacity-building
 - the exercise of ambassadorship
 - the exercise of your best judgement in respect of safeguards for you, your fellow team members, people living with disability and their families, and other visitors to our organisation
- support, and contribute to, the achievement of the goals of the Julia Farr group, as set out in strategy and business plan documents

- initiate, and participate in, activities in support of best practice, a learning organisation, and the generation of knowledge capital
 - work outside of normal business hours when needed
 - participate in performance planning and review, as frequently as may be required, but at least annually, and commit to ongoing personal and professional development
 - be willing to change office location if directed as a result of service development and organisational change.
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ABOUT THE ROLE HOLDER

Essential Criteria

Personal characteristics:

- deep commitment to social justice and the advancement of people into lives of valued membership in mainstream community life
- inclusive leadership style (for example as reflected by our preference for the term 'line support' not 'line management')
- strategic thinker
- An inquisitive and analytical mindset, reflecting an active curiosity about how to deepen and extend quality and resolve issues

Knowledge, skills and experience:

1. Demonstrated capacity to lead high-performing, highly-fulfilled teams to deliver strategic impact
2. Knowledge of the social housing sector and the NDIS
3. Development and maintenance of effective relationships of influence with key personnel in government
4. Project leadership, from design to delivery to measurement to acquittal
5. Demonstrated capacity to prioritise, work under pressure and meet deliverables relating to budget and timelines.
6. Demonstrated capacity to build effective relationships with a wide range of stakeholders, including people living with disability and senior government personnel
7. Demonstrated capacity to communicate effectively both verbally and in writing
8. Demonstrated ability to contribute to the maintenance of a harmonious, safe and healthy workplace, free of harassment, unlawful discrimination and bullying, where diversity is valued.

Desirable criteria

1. A relevant tertiary qualification
2. Personal insight of what it means to live with disability
3. Experience in inclusion-focused case work
4. Experience in commissioning and overseeing construction projects
5. Experience in leading the use of IT to facilitate work in human services
6. Knowledge of legislative, regulatory, and policy settings and how they impact people living with disability, in particular those relating to the National Disability Insurance Scheme and social housing

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HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.