

CANDIDATE INFORMATION PACK

AMELIE HOUSINGCEO

1 JULY 2022

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AMELIE HOUSING OVERVIEW

Amélie Housing is a national community housing company limited by guarantee and it owns and/or manages 1,349 properties in NSW (944), South Australia (322) and ACT (83). Amélie is also working in partnership with VincentCare in Victoria and was recently successful in winning a tender to construct 92 new properties in Melbourne and regional Victoria under the Victorian Government's Social Housing Growth Fund Project (Big Build).

Amélie serves the homeless, the disadvantaged and those reliant on low and moderate incomes. Amélie is a Registered Tier 1 Community Housing Provider under the National Regulatory System for Community Housing.

The CEO is the public officer of Amélie Housing and is responsible under the direction of the Company Board of Directors, for leading and managing the efficient delivery of services and activities of Amélie Housing and to assist those in need. In doing so, the CEO will demonstrate a deep understanding of Amélie Housing and the Society's Vincentian vision.

The CEO will ensure the values and philosophy of Amélie Housing and the Society are recognised by government, business, and the community and that the Society is a leading and influential voice for marginalised and excluded people, engaging both respect and support.

ADVERTISEMENT

Amélie Housing – CEO

Amélie Housing is a national community housing company and is a designated work of the St Vincent de Paul Society in NSW, South Australia and the ACT. Amélie is also working in partnership with VincentCare Community Housing in Victoria to expand their asset portfolio through the Victorian Government's Big Build program.

Amélie Housing serves the homeless, the disadvantaged and those with low and moderate incomes experiencing housing stress. This is achieved through offerings including a growing portfolio of sustainable social and affordable housing options and sensitive housing and tenancy management. Amélie is a Registered Tier 1 Community Housing Provider under the National Regulatory System for Community Housing and owns and/or manages 1,349 properties across NSW, ACT, and SA. Given the pending retirement of its esteemed CEO, Mr Brian Murnane, the Board of Amélie Housing seeks a strategic, collaborative and inclusive CEO to lead this complex organisation through a period of both growth and consolidation. The role is based in Sydney.

The role

The CEO will create vision and direction for Amélie Housing, lead and manage the team in the efficient delivery of services, provide strategic leadership and embed the mission, vision, values, and spirituality of the St Vincent de Paul Society across Amélie Housing, while driving collaboration between all directorates and internal and external stakeholders.

This will involve:

- assisting the Board to develop and implement the long-term strategic direction of the organisation;
- providing exceptional leadership, vision and strategic management to deliver growth, sustainability, and accountability;
- managing the day-to-day operations and business;
- ensuring the values and philosophy of Amélie Housing and the St Vincent de Paul Society are recognised by government, business, faith-based communities, and the community in general to fulfil its aim of addressing housing stress;
- ensuring that the St Vincent de Paul Society is a leading and influential voice for marginalised and excluded people, engaging both respect and support.

The person

The successful candidate will bring:

- senior executive experience in organisational management, community development, government relations, funding, and growth - ideally with community housing and/or property development experience;

- the full suite of executive leadership skills including team leadership and development, financial and risk management, change management, strategic planning, and stakeholder engagement
- experience in a highly regulated environment
- a track record of delivering sustainable growth through innovation

On a personal level the successful candidate will demonstrate:

- A high level of drive and commitment with an entrepreneurial spirit
- Excellent relationship skills with a positive, empathic, and effective communication style
- A commitment to social justice
- An understanding of and commitment to the mission and values of Amélie Housing and the St Vincent de Paul Society

For further information on the role and how to apply, please contact KerryThomas of Felix Consulting: kerry.thomas@felixconsulting.com.au. The closing date for applications is Wednesday 27 July 2022.

Chief Executive Officer (CEO)

Amélie Housing

Directorate:	Executive
Reports to:	Amélie Housing Chair and Board of Directors
Direct reports:	National Corporate Services Director National Operations Director Executive Officer SAHF Program Manager NDIS Housing Program Executive Assistant
Location:	Head office is in Sydney
Primary position objective:	Create vision and give direction to Amélie Housing and lead and manage the team in the efficient delivery of services and activities of Amélie Housing. Provide strategic leadership and embed the mission, vision, values, and spirituality of the St Vincent de Paul Society, 'the Society', across Amélie Housing, driving effective collaboration between all directorates as well as internal and external stakeholders.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

CEO

The CEO is employed by Amélie Housing to manage the overall operations of Amélie Housing.

The position is also required to provide St Vincent de Paul Housing with operational reports for the Social and Affordable Housing Fund (SAHF) project in NSW as well as assisting the Board of VincentCare Community Housing to deliver housing and housing management services through the Victorian Government's Social Housing Growth Fund Project (Big Build).

As Amélie Housing expands nationally, the CEO will be required to assist further SVDP organisations in other states or Territories, to deliver housing and housing management services as per the Amélie Housing business model.

ST VINCENT DE PAUL HOUSING OVERVIEW

St Vincent de Paul Housing is a special purpose vehicle (SPV) dedicated to the delivery of the obligations of the Society of St Vincent de Paul in NSW under the Services Agreement between the Trustees and Department of Communities and Justice (DCJ) relating to the Social & Affordable Housing Fund (SAHF).

The SAHF project is a 25-year program funded by the Society in NSW and the NSW government that will provide tenancy and property management services to over 500 tenants and their household members in multiple locations across NSW. The project has multiple outcomes including tenancy and property management, and tailored tenant coordination services.

The SAHF Services Agreement between St Vincent de Paul Housing (SVDPH) and the NSW Department of Communities and Justice (DCJ) (previously, Families and Community Services) is complex. The Services Agreement has multiple requirements, and the understanding of its details is evolving. Many parts of the Agreement are not completely defined and in these areas the Department is progressively changing requirements, and providing expanded interpretations, that require participation by SVDPH and ongoing, close monitoring.

St Vincent de Paul Housing has contracted Amélie Housing to provide all the SAHF services and data reporting functions. In turn, Amélie Housing has subcontracted the tailored support coordination activities to the Society's Support Services team and its Dubbo SAHF location receives tenancy management through Parkes Forbes Community Housing. A close coordination of tenancy and asset management combined with tailored support services is a requirement of the Program.

Accountabilities and responsibilities

The Chief Executive Officer is responsible for assisting the Board to develop and implement the long-term strategic direction of the organisation and is accountable to the Board for the performance of Amélie Housing.

- Support the Board to provide good governance and strategic planning based on timely, accurate and reliable information
- Report systematically in the spirit of openness and trust on the progress being made by the company's business towards its corporate objectives and toward short- and medium-term plans throughout the annual board cycle
- Provide the board and its committees with information in a form that is appropriate to enable the board and committees to make assessments, conduct enquiries and to gain assurance that the decisions and actions of the CEO, and the performance of the company, are directed toward the corporate objectives and fall within the CEO limits of delegation.
- Implement directions of the Board of Directors with respect to governance, risk, and compliance management

The Chief Executive Officer will provide exceptional leadership, vision and strategic management for Amélie Housing and will be responsible for the growth, sustainability, and accountability of the company.

- Work collaboratively with senior management and all staff to implement the Strategic Plan
- Develop and maintain key stakeholder relationships
- Advocate at national, state and local levels for a stronger commitment from governments to strengthen the resources and commitment to social housing funding and policy
- Secure company compliance with appropriate legislation and regulations, contracts and service agreements.
- Manage the financial viability and growth of the organisation
- Position the company as a leading national community housing provider

The Chief Executive Officer is responsible for managing the day-to-day operations and business of the organisation.

- Lead and manage the planning, delivery, evaluation, and improvement of organisation operations, including the compliance function.
- Implement effective planning instruments (Strategic Plan, annual business plans and annual budgets)
- Monitor Strategic Plan objectives regularly against performance including identifying, as required, measures to address gaps in meeting the objectives of the Strategic Plan
- Deliver on specific, high priority goals of the Strategic Plan including the ongoing and balanced expansion of the housing portfolio at a national level including setting targets for growth at a state-by-state level
- Implement a financial management strategy to strengthen the long-term sustainability of Amélie Housing which includes meeting annual budgets as established by the Board
- Implementing a housing management strategy that incorporates a balanced property portfolio that addresses both homelessness and the need for adequate affordable housing for low- income renters.
- Deliver an effective, responsible, and visionary asset management program that delivers appropriate amenity in line with social housing regulatory standards while also identifying and realising opportunities to modernise the Amélie Housing asset portfolio
- Implement strategies that ensure the ongoing provision of responsive, sensitive, and accountable service to tenants
- Ensure the maintenance of high levels of compliance across all indicators as measured by the regulatory framework stipulated by the National Regulatory System for Community Housing (NRSCH)
- Lead and facilitate a strong focus on supporting and empowering staff through personal example, day to day management, and through a high-level commitment to ongoing and positive performance development processes for all staff
- Achieve consistently high levels of satisfaction from customers and tenants of Amélie as measured through the NRSCH

- Meet all SAHF Key Performance Indicators covering four areas of operation
 - Service Provision
 - Service Quality
 - Service Activity Compliance
 - Service Reporting Compliance

Key working relationships

In addition to other members of the Executive Leadership Team, and their direct reports, the Chief Executive Officer will foster close working relationships with:

- The Directors of Amélie Housing, St Vincent de Paul Housing & Vincent Care Community Housing
- National Council, St Vincent de Paul Society
- NSW State Council Members and Trustees
- SA State Council Members and Trustee;
- Victoria State Council Members and Trustees
- St Vincent de Paul Society (Canberra/Goulburn)
- Diocesan Central Council Presidents and Executive Officers and their equivalents in all states and territories
- Staff, members and volunteers
- A range of external stakeholders including all relevant government agencies, non-government organisations - particularly other community housing providers and the wider community.

Essential criteria

Critical capabilities

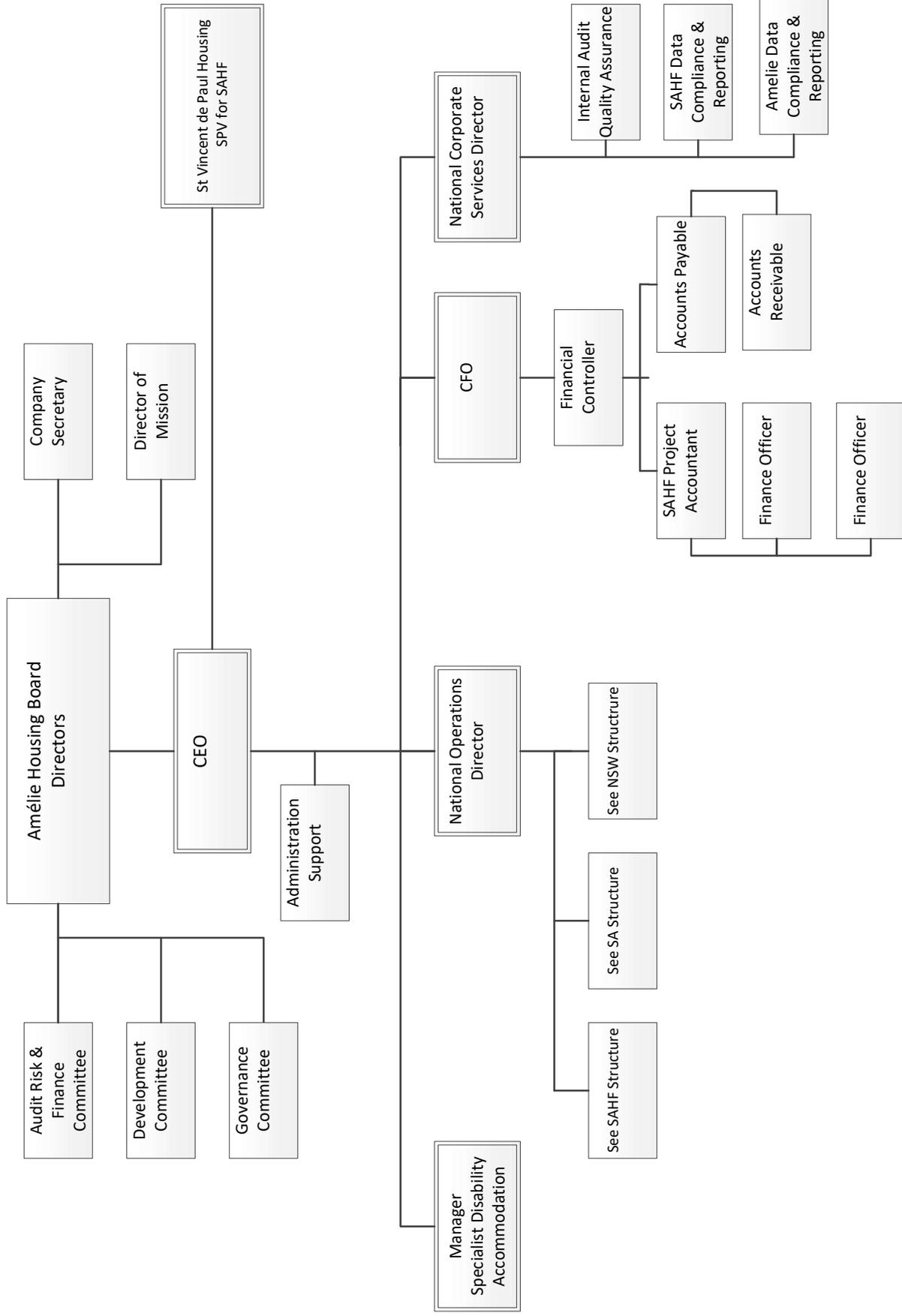
There are nine capabilities expected of all employees across the Society:

- **'People we serve' centric:** Strategically guide excellent service provision and advocacy to reduce the impact of poverty and address injustice in our communities.
- Values **based leadership:** Cultivate and model the ethos and spirit of the Society including its mission, vision, values and lay Catholic heritage.
- **Impact focus:** Use outcomes and impact measures to guide strategic direction, inform decision making and effectively and effectively use resources
- **Collaboration:** Foster a culture of collaboration and build internal and external partnerships to support the delivery of the Society's mission and Strategic Plan.
- **Change leadership:** Identify, enable and deliver the change required to achieve the Society's mission and strategic priorities.
- **Team performance:** Model performance expectations and strategically guide capability development of the Society's people.

- **Digital engagement:** Strategically drive impactful and effective digital, data and technology decisions.
- **Innovation and improvement:** Foster a culture of innovation and improvement to enable the Society's strategic priorities and improve outcomes for the people we serve.
- **Financial acumen:** Set organisational strategies that will contribute to financial sustainability of the Society.

Role-specific criteria

- A commitment to social justice
- Senior experience in organisational management, community development, government relations, funding and growth
- The ability to build a cohesive team and develop the business in line with the organisation's vision and strategic direction
- Positive, effective and empathetic communication skills and the ability to build credibility and trust with the full range of stakeholders – directors, staff, tenants, service agencies, government, and business
- Strategic, commercial and financial capability (including understanding of managing property assets and investments) including a commitment to producing consistently good financial results within the framework of an organisation's strategic plans
- Experience in a balanced approach to risk management as part of developing and implementing an organisation's risk management framework
- Ability to plan and implement change management processes, ideally in a community services context
- Wisdom in relation to complex community issues and competing, sometimes conflicting, community perspectives
- A high level of personal drive, energy and commitment, and an entrepreneurial spirit
- Commitment to high quality service delivery
- The ability to work with all key stakeholders to develop a vision for the future of Amélie Housing which is both inspirational and practical



Property management

There is a management agreement between Amélie Housing and St Vincent de Paul Housing enabling Amélie Housing to manage all SVdP Housing SAHF Properties

Local Advisory Committee

Committees will be established in each jurisdiction as per the Constitution to support local teams as and where required

Senior Housing Officers will manage around 100 tenancies

Housing Officers will manage around 150 - 200 general housing tenancies. Transitional tenancies may be less

CFO & Corporate services

Corporate Services Director position is vacant and currently managed by CFO

