

Position Description

POSITION:	Chief Operations Officer
REPORTS TO:	Chief Executive Officer
HOURS:	38 Hours per week - Monday to Friday 8:30am – 4:30pm plus after hours on call every 4 th week
CLASSIFICATION:	Social, Community, Home Care and Disability Services Industry Award, SACS Level 8

ORGANISATION CONTEXT:

Common Ground Queensland (CGQ) is a specialist supportive housing organisation providing supportive and affordable housing to people who have experienced or are at risk of homelessness. We offer housing to individuals and families in high and medium density single site and dispersed site models.

Our supportive housing approach offers long term, safe and affordable housing that is intentionally linked to personalised support services. Support services for tenants are provided through partner organisations.

Common Ground Queensland is registered as a community housing provider under the National Regulatory System for Community Housing.

Common Ground Queensland is a registered charity receiving funding from the Queensland Government Department of Housing and actively raises funds to do more for those we serve.

VISION STATEMENT

Ending homelessness, a person at a time with the communities in which we operate.

MISSION STATEMENT

To create supportive homes through effective public, private and community partnerships that respond to people's needs and improve well-being and connectedness.

CHILD SAFETY COMMITMENT

Common Ground Queensland is committed to the safety, wellbeing, and empowerment of all children and young people. We have zero tolerance for child abuse and are dedicated to creating and maintaining a child-safe organisation. All employees are expected to uphold our child safeguarding policies and contribute to a culture that prioritises the protection of children and vulnerable people.

EQUITY, INCLUSION AND CLOSING THE GAP

Common Ground Queensland works alongside people experiencing disadvantage, stigma and discrimination, including First Nations peoples, culturally and linguistically diverse communities, LGBTIQ+ communities, and people living with disability and/or mental illness. We are committed to reducing inequality, breaking down systemic barriers, creating inclusive pathways to opportunity, and advancing Closing the Gap guided by First Nations leadership, culturally safe practices, equitable access, and improved outcomes for those most disadvantaged.

PURPOSE AND FUNCTION:

The Chief Operations Officer (COO) provides strategic and operational leadership across the organisation's service delivery areas. The role translates the organisation's strategic objectives into

effective operational systems, processes, and services that support tenants and stakeholders. The COO is a member of the management team and leads the tenancy, property and security functions for the organisation. The COO is responsible for ensuring the organisation meets our contractual and reporting obligations as detailed in funding agreements and regulatory requirements for the National Regulatory System for Community Housing.

DUTIES AND RESPONSIBILITIES:

- Provide strategic operational guidance to the Chief Executive Officer (CEO) and management team.
- Lead the planning and delivery of daily operations across the tenancy, property and security teams.
- Review, update and implement strategies, policies, procedures and work instructions to ensure alignment with agreed principles for supportive housing, trauma informed practice and cultural safety.
- Maintain operational quality controls and management of risks.
- Implement and monitor the organisations tenancy, property and security systems, procedures, and internal controls to support the efficient and effective operation of the organisation.
- Monitor key performance indicators (KPIs) to assess operational efficiency and identify areas for improvement.
- Support organisational growth in line with the strategic and operational plan by identifying supportive housing opportunities through the development of strategic partnerships and collaborative relationships.
- Contribute to the development of budgets and monitor implementation of program areas to ensure they are in line with parameters.
- Support the development of a positive organisation culture focused on the best outcomes for tenants, building a positive and productive team and valuing continuous improvement.

Human Resource Management

- Manage the Common Ground Queensland Building Manager, Tenancy Team Lead and Concierge team.
- Participate in supervision with the CEO or manager.
- Implement a performance development approach.
- Escalate issues as required with the CEO or manager.
- Develop and implement a work plan as required.
- Participate in staff training and development.

Liaison and Communications

- Assist to develop and maintain a positive building culture, establishing and maintaining relationships based on honesty, trust and integrity.
- Work to ensure that communications with the team are effective and positive.

Research, Policy and Service System Improvements

- Participate in Common Ground Queensland's commitment to continuous improvement.
- Other duties as required to ensure the smooth-running of the properties and uphold Common Ground Queensland's vision and mission.

Health, Safety and Wellbeing Statement

While performing your role, you may be working with people with varying degrees of trauma. As a result, you may:

- engage with people who are under the influence of alcohol and / or other substances;
- experience displays of frustration, distress, and elevated behaviour responses;
- be exposed to sensitive and / or distressing information;
- encounter other crises requiring support and / or intervention.

In order to perform these duties the following skills are required:

- self-awareness and the ability to self-regulate and remain composed when under pressure;
- ability to negotiate with people who are emotionally heightened and apply de-escalation strategies and techniques;
- ability to prioritise and re-prioritise your workload to adapt to crises and competing commitments;
- a level of physical fitness suitable for undertaking the duties of the role, including lifting, bending, squatting, pushing, pulling, trunk twisting, kneeling, standing, driving, and sitting for a duration.

All staff are expected to actively contribute to creating and maintaining a safe, healthy and supportive workplace. This includes:

- following all CGQ Work Health and Safety (WHS) policies, procedures and directives;
- reporting physical and psychosocial hazards, risks, incidents and concerns;
- using Personal Protective Equipment (PPE) if the equipment is provided by CGQ and instruction is given as to its use.
- not wilfully or recklessly interfering with or misusing anything provided for WHS.
- not wilfully injuring themselves;
- and taking steps to eliminate or minimise harm to themselves and others.

Staff must ensure their actions do not place others at risk, take reasonable care of their own health and wellbeing, adopt strategies to reduce the impacts of vicarious trauma and participate in training, supervision and support as required.

For Leaders:

Leaders are expected to role model, promote and actively contribute to a strong culture of health, safety and wellbeing. This includes:

- ensuring compliance with all CGQ Work Health and Safety (WHS) policies, procedures and directives;
- identifying and managing physical and psychosocial hazards and risks; and
- responding promptly to incidents and concerns to eliminate or minimise harm.

Leaders provide guidance, resources and support to help staff work safely, take reasonable care of their own health and wellbeing, adopt strategies to reduce the impacts of vicarious trauma, and participate in training, supervision and support as required.

SELECTION CRITERIA:**Essential**

1. Degree in Management or related field.
2. Strong management skills and experience in managing teams.
3. Excellent interpersonal and communication skills (verbal and written).
4. Strong analytical and problem-solving skills.
5. Ability to work both autonomously and within a team environment.
6. Ability to consistently meet deadlines.
7. Consistently delivers high-quality work and is competent in all elements of the position.

Desirable

1. Experience working in a community housing organisation.
2. Driver's License.