

Position Description: Sector Capacity and Engagement Specialist – First Nations

Position Title:	Sector Capacity and Engagement Specialist – First Nations
Program:	Community Housing Futures
Position type:	SCHADS 6.1 Term – Fixed Term until September 2027 FTE – 0.6 FTE 22.8 hours per week
Reports to:	- Program Lead, Community Housing Futures (Q Shelter) - CEO, Aboriginal and Torres Strait Islander Housing Queensland (ATSIHQ)
Host Organisation:	ATSIHQ
Works closely with:	- CEO and General Manager, Business Development (ATSIHQ) - Community Housing Futures project partners (ATSIHQ, CHIA Qld and Q Shelter) - Indigenous Community Housing Organisations and sector stakeholders across Queensland.
Working Arrangement:	This is a hybrid position. The successful applicant will be embedded within ATSIHQ and primarily work from the ATSIHQ office, while also having access to flexible and remote working arrangements. Regular engagement with Community Housing Futures partners and sector stakeholders will form part of the role.
Direct Reports:	N/A
Under section 25 of the <i>Anti-Discrimination Act 1991 (Qld)</i> , it is a genuine occupational requirement for the incumbent to be an Aboriginal person and/or Torres Strait Islander person.	

Organisational Context: Community Housing Futures

Community Housing Futures is a unique collaboration between Aboriginal and Torres Strait Islander Housing Queensland, CHIA Qld and Q Shelter to deliver a capacity building program funded by the Queensland State Government. As peak and industry bodies, the three participating organisations have convergent goals about the growth and strength of community housing provision in Queensland. The combined members and stakeholders of each organisation reach across urban, regional, and remote Queensland.

Community Housing Futures represents further progression of our working relationship to deliver expanded capacity building activities to support growth in practical ways. The program was initially funded for two years until December 2024, and the program has been re-funded until September 2027.

Q Shelter is the employing organisation and lead contract holder for the Community Housing Futures Program. The position will be hosted by Aboriginal and Torres Strait Islander Housing Queensland (ATSIHQ), where the successful applicant will be based and receive day-to-day operational support from ATSIHQ, cultural guidance and opportunities to engage directly with the Indigenous community housing sector.

The current phase of the program focuses on growth and concentrating on initiatives for Community Housing Providers (CHPs) and Indigenous Community Housing Organisations (ICHOs) who are growing or are likely to grow their housing portfolios.

The objectives of the program are to enhance the capability and capacity of CHPs and ICHOs to deliver social and affordable housing growth programs. This includes increasing the capability and capacity to:

- Diversify operating models to increase social and affordable housing
- Develop and participate in partnerships to deliver more social and affordable housing
- Secure funding for social and affordable housing growth programs.

About Aboriginal and Torres Strait Islander Housing Queensland (ATSIHQ)

Aboriginal and Torres Strait Islander Housing Queensland (Housing Queensland) is the peak body for Aboriginal and Torres Strait Islander community housing providers in Queensland. We are the recognised 'go-to' peak body for insights and advice.

Our purpose is to improve Aboriginal and Torres Strait Islander housing outcomes in Queensland.

We achieve our vision through advocacy, the development of policy and research, professional advice, and quality partnerships.

We believe that a strong community housing provider sector and long-term partnerships between government, the private sector and our members can play a significant role in improving Aboriginal and Torres Strait Islander housing outcomes in Queensland.

About CHIA Qld

Established in 2014, CHIA Queensland is the independent industry body representing community housing providers (CHPs) in Queensland. CHIA Queensland is a member-based, non-profit company limited by guarantee. Our purpose is to lead and enable a diverse and dynamic community housing industry in Queensland.

Our member organisations provide a wide range of homes – long-term housing for key workers and those on low and moderate incomes, purpose-built developments for seniors, homes for people with disability, as well as crisis and transitional accommodation for those at risk of homelessness. Collectively, our members hold a portfolio of around 11,000 homes valued at over \$3 billion.

In collaboration with others, we work to promote the role and value of community housing, advance social and affordable housing through policy leadership, and sustain a dynamic and diverse sector through industry development activities.

About Q Shelter

Q Shelter's vision is that every Queenslanders has a home. Our purpose is to lead solutions to housing need and homelessness. Q Shelter emerged in 1987 and was incorporated in February 1993.

Q Shelter is funded by the Department of Communities, Housing and Digital Economy, other government bodies as well as by members and service providers to deliver a range of programs including capacity and capability building programs, sector engagement, policy development and service integration backbone support.

Q Shelter is a member-based organisation, overseen by a Management Committee and governed by Queensland Shelter Incorporated Rules.

Individual qualities

The successful candidate must:

- Have analytical problem-solving qualities that allows them to identify issues and proactively propose effective solutions using critical thinking and data.
- Have adaptability and resilience qualities that allows them to learn new tools (e.g. SmartyGrants), handle unexpected changes and setbacks.
- Demonstrate emotional intelligence including the ability to demonstrate empathy, maintain composure under pressure, and understand different perspectives.
- Demonstrate teamwork and collaboration qualities including an ability to work respectfully with a diverse group to achieve shared goals.
- Have initiative and the ability to take ownership of tasks, showing a genuine desire to increase Sector capacity and engagement.
- Be reliable, dependable, punctual and take accountability for your work.
- Engage the ICHO sector in opportunities to access professional services and other products and tools generated by the Program and contribute to the development of tools and resources.
- Provide Indigenous leadership perspectives and cultural expertise to guide the design, delivery, and implementation of the First Nations Capacity Building Program which forms part of the Community Housing Futures Program, ensuring they are culturally safe, and community led.
- Oversee and contribute to sector communications such as bulletins, website, and written information about the program.

2. Reporting and Evaluation

- Provide input and reporting to the Program Lead, Q Shelter and program partners.
- Contribute to a program evaluation through data collection and analysis
- Ensure all accountability requirements under the contract and to the employing body are met.

Role Specification

About the Role

This role is to lead and oversee the implementation of a First Nations capacity building program for Indigenous Community Housing Organisations which includes these elements:

1. Sector Support and Capability

- Identify ICHOs with interest and capability to grow their portfolios, develop and maintain relationships to enable the voices and perspectives of ICHOs to be included in project planning and decision-making relevant to the project.
- Identify opportunities to strengthen organisational capability, support future housing growth initiatives and foster partnerships that contribute to sustainable housing outcomes.

Roles and Responsibilities

Project Management and Delivery

- Develop staged project delivery plan including milestones, responsibilities, and measures, and ensure monitoring and implementation
- Assess governance, operational capacity, land availability, and readiness for growth of ICHOs
- Facilitate informed participation through meetings, interviews, and information session
- Identify and engage external providers and ensure delivery of the project and activities
- Contribute to budget development and monitoring and manage expenditure within delegation
- Engage effectively with participating agencies, ICHOs, community housing providers, funding body and external providers.



- Liaise with consultants/professional services to identify a preferred supplier/s of services to support ICHO capacity building.

Compliance, Reporting and Risk

- Contribute to performance reports to the employing body, Governance Group and to the participating organisations
- Contribute to accountability reports to meet contract requirements of the Queensland Government
- Contribute to Identifying, evaluating, and addressing program risks and report on risk management to Governance Group and employing body.

Teamwork and Communication

- Effective collaboration across teams within employing body and participating agencies
- Engage effectively with participating agencies, community housing providers, funding body and external providers.

Systems

- Ensure corporate records are maintained and supported by effective and reliable systems
- Implement improvements to Customer Relationship Management (CRM) system with customisation for the program
- Integrate with systems already established within the employing agency.

Policies, Procedures, and Planning

- Contribute to the development of policies, procedures, business processes, guidelines and practices as required for the delivery of the program.

Key Stakeholder Relationships

- Indigenous Community Housing Organisations
- Community Housing Providers
- The Department of Housing and Public Works and other funding or regulatory bodies
- Governing bodies of each participating agency
- Consultants/professional services.

Key Job Requirements

Qualifications

- Relevant tertiary qualifications such as housing, business management or human services.

Experience

- Demonstrated communication and stakeholder engagement skills, with the ability to engage respectfully and effectively with Aboriginal and Torres Strait organisations, Elders and communities.
- Demonstrated ability to provide strategic insights and culturally informed advice in relation to program design. Demonstrated ability to work collaboratively across diverse teams and with external partners.
- Understanding of, or the ability to quickly acquire understanding of, the operating environment, context, and requirements of community housing provision in Queensland
- Experience in the community housing industry or in an industry capacity building role desirable
- Experience working in or alongside ICHOs or other Aboriginal or Torres Strait Islander-led organisations desirable.

Other requirements

- The successful candidate will be required to travel within Queensland
- The successful candidate identifies as an Aboriginal person and/or Torres Strait Islander. As per section 25

of the *Anti-Discrimination Act, 1991* (Qld), it is a genuine occupational requirement for the incumbent to be an Aboriginal person and/or Torres Strait Islander person

- The successful candidate is required to undergo a criminal history check. Please note, may not mean a clear check.

Key Criteria

1. Identifies as an Aboriginal person and/or Torres Strait Islander
2. Business acumen
3. Proven leadership qualities and capacity to be self-directed and to manage complexity
4. Demonstrated commitment to respectful collaboration
5. Proven excellence in all interpersonal, written, and verbal communication
6. Understanding of the ICHO Sector and challenges to growth.

About the Employing Body

Q Shelter will act as the auspice body and employer and is responsible for payroll, employment conditions, HR support, salary packaging and employee benefits.

Q Shelter is committed to creating a diverse and inclusive work environment and is proud to be an equal opportunity employer. Q Shelter has finalised an Innovate Reconciliation Action Plan.

Q Shelter employees have access to salary sacrifice delivering an additional financial benefit for salaried staff. Q Shelter supports staff through provision of an EAP and through various skill development and team-building activities. Q Shelter offers employees five weeks annual leave.

The position is hosted by Aboriginal and Torres Strait Islander Housing Queensland (ATSIHQ). The successful applicant will be based with ATSIHQ and work closely with ATSIHQ, CHIA Qld and Q Shelter to deliver the objectives of the Community Housing Futures Program.

Applying For This Role

To apply for this role please provide:

- A capability statement (no more than 2 pages)
- A current CV.

Please submit to recruitment@qshelter.asn.au

For more information, please contact Mark Francis, General Manager, Business Development, Aboriginal and Torres Strait Islander Housing Queensland on 04 12 730 873.

Closing date: 7 September 2026