

Role title	Director, Community Housing	Grade	Contract
Business unit	Customers	Division	Customers
Engagement type	Permanent	Engagement hours	Full time
Role family	Senior Leadership Team	Reports to	Chief Customer Officer (CCO)
Location	All SGCH offices	In office category	Hybrid - minimum 3 days in office

Purpose of the role

This role provides strategic and operational leadership for the planning, delivery and management of social housing programs. This role is critical to ensuring customer first, safety led, and high-performance culture. This role leads multi-disciplinary operational teams and works in close partnership with the Executive Team, SGCH Shared Services, SGCH Residential functions, and external stakeholders to ensure safe, sustainable, and customer centred housing outcomes while meeting SGCH strategic objectives, regulatory requirements, and community needs first.

Essential Criteria

- Tertiary qualifications in a relevant field and/or substantial equivalent experience in a related field and of delivering outcomes in Community Housing or similar, and expert knowledge of relevant legislation and compliance.
- Demonstrated senior leadership experience in Community Housing, Real Estate/Property or the Public Sector with proven ability of service excellence and continuous improvement.
- Executive to Board level advisory experience, a strong communicator, highly adaptable, strong relationship-building skills, interpersonal, with financial acumen and ability to manage budgets, forecast and productivity improvement.
- A current NSW Driver's Licence and willingness and ability to travel regularly to SGCH region sites and offices.

Key Accountabilities

1. Lead strategic community housing delivery by aligning policy and long term planning with SGCH and external priorities (e.g. government policy), providing expert advice to ELT, and driving innovation to improve services and customer outcomes.
2. Oversee the delivery of housing programs including pathways, allocations, tenancy management and integrated support services, ensuring customer-focused, trauma-informed and culturally safe practices. Lead responses to complex tenancy matters, anti-social behaviour, high-risk cases and customer escalations, while driving continuous improvement initiatives to enhance tenant experience, sustain tenancies and achieve positive customer outcomes.
3. Collaborate with SGCH Residential embedding exceptional service standards and driving consistent future service models, digital transformation initiatives, and business continuity planning.
4. Ensure compliance with legislative, funding and regulatory requirements through effective financial oversight of significant budgets, contracts and Homes NSW funding

arrangements, including SHMT TA budgets. Identify, monitor and mitigate organisational risk through SGCH governance frameworks, while maintaining strong accountability, reporting and partnership obligations with Homes NSW and other key stakeholders.

5. Build and maintain strong partnerships across the housing sector by representing the organisation in senior forums and negotiating and overseeing major service, funding, and development agreements.
6. Monitor external trends in legislation, best practices, and broader political, social, economic, and housing issues to inform, recommend, and implement policy improvements that enhance service delivery. Senior escalation points for complex or high-risk customer or compliance issues.
7. Lead and develop leaders and operational teams by fostering a high performing, inclusive, and values driven culture while strengthening workforce capability, engagement, and change management.
8. Contribute to continuous improvement and innovation by identifying opportunities to enhance processes, embracing new ideas, and applying a growth mindset to learn, adapt, and drive better customer outcomes for SGCH.
9. Contribute to a positive and inclusive work culture aligned to SGCH's values – We Care, We Connect, We Create – fostering respectful, innovative, and trusting environments where everyone feels a sense of belonging.
10. Create a safe environment where people can thrive, by consistently following safety protocols, fostering a positive safety culture, and reporting hazards and incidents.
11. Exercise delegated authority responsibly to ensure decisions are made within authorised limits and in alignment with SGCH's policies and procedures.

Leadership accountabilities

- This role leads a team of direct reports and indirect reports.
- Lead budget management and workforce planning providing comprehensive direction and alignment to SGCH's strategy.
- Lead and empower the team to share ideas and learn from each other to keep improving to deliver business outcomes that drive the performance, capability and capacity of SGCH to enhance service delivery.
- Foster a collaborative and caring team environment by setting clear goals, supporting team members, and encouraging open communication for a respectful and inclusive culture.
- Drive operational excellence by monitoring performance against key metrics, addressing issues with empathy, celebrating success, maintaining accountability and motivation within the team.
- Promote continuous learning and personal growth through development plans and performance goals, demonstrating a commitment to each team member's success, health and wellbeing.
- Ensure team is compliant with all required mandatory training including Health, Safety and Wellbeing

St George Community Housing (SGCH) Overview

At SGCH, we believe everyone belongs. This is why our purpose, 'to create belonging' drives our commitment to build a team where diversity, inclusion and connection are at the heart of what we do. SGCH is a leading not-for-profit community housing provider supporting over

12,000 customers across 7,000 homes in NSW and VIC, and we invest in our people, our homes, and our communities. Guided by our values – We Care, We Create, We Connect – we’ve built an inclusive workplace by caring for one another, creating and sharing new ideas, and connecting authentically every day, where everyone has the opportunity to grow and thrive.