

Position Description

1. POSITION IDENTIFICATION

Position Title	Co-operative Development Coordinator
Team	Co-operative Development and Strategy
Classification	Level 5

2. POSITION PURPOSE

1. Contribute to the development of strategic initiatives to foster sustainable and vibrant tenant-managed housing co-operatives.
2. Facilitate the ongoing development of co-operatives within the CEHL Program through the provision of advice, guidance, and training to ensure their long term success, sustainability and compliance with legal and program requirements.

3. ORGANISATIONAL DESCRIPTION

Common Equity Housing Limited (CEHL) is Victoria's largest Housing Association and is both a provider and developer of affordable housing. CEHL uses co-operative housing models to empower people to build strong communities through better housing solutions.

CEHL is an enabler; partnering with member co-operatives, to deliver an effective, sustainable cooperative housing program. Our strategic outcomes are to:

- Achieve enabled co-operatives, empowering and engaging their members;
- To be sustainably growing our social, environmental, cultural and economic impact; and
- To be strongly contributing to a revitalised and innovative affordable housing system.

Our values statements are:

- We care for one another;
- We are responsible;
- We work together; and
- We make a difference.

CEHL is a not for profit organisation, governed by a Board of 11 Directors and whose shareholders are member co-operatives

The organisational structure comprises the following teams:

Program Development, Co-operative Development & Strategy, Housing Services, Asset Management, Real Estate Services, Financial Services, Human Resources and Administration.

4. KEY RESPONSIBILITIES

Services Provided

Co-operative Development

Resource and develop vibrant and sustainable co-operatives within the CEHL Program by:

- a. Fostering a positive working relationship between CEHL and co-operatives.
- b. Providing information, resources, and guidance to co-operatives regarding tenancy management, group functioning, conflicts and problem resolution, legal matters, planning, financial management, co-operative membership, and co-operative philosophy and principles.
- c. Assisting co-operatives to develop policies and procedures that encourage best practice and promote self-management.
- d. Developing, implementing, delivering and reviewing education and training for Applicants, Co-operative Members, Co-operative Board Directors, Office Bearers, Committees and the wider community.
- e. Providing advice and/or representation for co-operatives at Victorian Civil Administrative Tribunal (VCAT) hearings.
- f. Monitoring, analysing, and reporting co-operatives' performance, activities and compliance with legislation and program requirements.
- g. Escalating concerns about co-operatives that need a higher level of assistance or intervention, and assisting to implement the required assistance or intervention.
- h. Developing and delivering tailored interventions to co-operatives to help them to succeed.
- i. Developing and maintaining positive relationships with key stakeholders, service providers and community organisations to promote the CEHL Program and Co-operative Model and enable Co-operative members to access informed support and advocacy services.
- j. Encouraging and empowering co-operative members to contribute to wider CEHL Program development by participating in Regional Forums, and joint CEHL and Co-operative Committees and Working Groups.
- k. Collaborating with other teams and individuals within CEHL where their work impacts on development of co-operatives

	<p>Strategic Initiatives</p> <p>Participate in the development and implementation of strategic initiatives to build vibrant, sustainable and successful co-operatives by:</p> <ol style="list-style-type: none"> Assisting the establishment of new co-operatives. Contributing to the development and implementation of program and co-operative improvement projects, such as the Program Development Project and Future Directions Project. Participating in the development of Best Practice Templates and Program Policies. Providing researched advice to improve current practice and contribute to the development of new initiatives to achieve the strategic objectives of the co-operative program. Participating in the operation and monitoring of Vacancy Management process.
Policy and Planning	<p>Participate in developing and implementing initiatives for co-operatives and the Program, including operational policy and procedure development, training, communications and promotion of good governance within co-operatives.</p> <p>Develop plans and strategies with co-operatives, particularly for those experiencing difficulties in operational or financial performance.</p> <p>Make recommendations to CEHL on operational policies, planning and procedures.</p>
Supervision	<p>Supervision provided by a Co-operative Development and Strategy Team Leader.</p> <p>Not responsible for the supervision of staff</p>
Information and Advice	<p>Provide advice to co-operatives about governance, tenancy and property management and key relevant legislation, including but not limited to the Residential Tenancies Act and the Co-operatives Legislation and the Performance Standards in the Housing Act.</p> <p>Contribute to the development and evaluation of resource material for co-operatives.</p> <p>Work with employees and teams across the organisation to keep CEHL informed about current issues, initiatives and solutions.</p> <p>Contribute to reporting and updates from relevant working parties and committees.</p> <p>Work proactively with other teams to ensure consistent, accurate and timely information is provided to co-operatives.</p>
Financial and Budgeting	<p>Provide advice to co-operatives regarding financial management, budgeting, proper accounting practices, legal requirements, fraud minimisation strategies and risk minimisation.</p>

	<p>Liaise with the Financial Services Team to monitor and identify trends in co-operatives' financial performance and reports, recommending appropriate responses/action to co-operatives.</p> <p>Facilitate training for co-operative members in the financial software packages provided by CEHL.</p>
Compliance and Reporting	<p>Monitor relevant legal updates, regulatory requirements, and current best practice and inform co-operative members of changing requirements.</p> <p>Maintain objective written records of interactions with co-operatives and complete co-operative analysis reports as required.</p> <p>Apply CEHL policy to resolve complaints, assist co-operatives to apply their own complaints and dispute resolution policies.</p> <p>Monitor and assist co-operatives' compliance with Program Principles, CEHL policy, key legislation, industry standards and regulation, and refer co-operative compliance issues to the Co-operative Development and Strategy Manager.</p>
Other Duties	<p>As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the requirements and responsibilities of the position. The allocation of other duties is in consultation with the employee.</p> <p>Actively participate in professional development and the life, development and growth of CEHL.</p>
5. GENERIC RESPONSIBILITIES	
Mission / Vision / Values	To uphold CEHL's Purpose, Vision and Organisational values.
Adherence to Legal Requirements / CEHL Policy	To abide by all terms, conditions and requirements <i>including but not limited to</i> : Enterprise Agreement, Occupational Health & Safety; Equal Opportunity, Discrimination, Harassment and Bullying; Privacy; and Code of Conduct.
Teamwork / Collaboration	To work constructively and cooperatively as part of the CEHL team.
Communication	To effectively communicate with CEHL's internal and external stakeholders
6. KEY SELECTION CRITERIA	
Qualifications or equivalent industry knowledge and experience	<p>Relevant degree and experience in a relevant role OR</p> <p>Lesser qualification with substantial relevant experience.</p>

Knowledge	<p>Group dynamics</p> <p>Key features of essential contracts, regulations and legislation including: CERC/CEHL Agreement, Program Directives, Co-op Rules, Program Principles and Policies , Residential Tenancies Act, VCAT processes and procedures, Co-operatives National Law and Performance Standards required of Registered Housing Associations, OR an ability to acquire and apply this knowledge.</p> <p>Sound knowledge of Strategic Planning and policy development processes.</p>
Experience	<p>Experience in community focused service delivery</p> <p>Experience developing and delivering training and/or group facilitation</p> <p>Coordination of complex projects</p> <p>Experience working in partnership with a range of internal and external stakeholders.</p> <p>Presenting information verbally and visually to diverse stakeholders</p> <p>Working independently with minimal direct supervision</p>
Skills	<p>Ability to interpret and apply legislation and regulatory frameworks</p> <p>Ability to co-ordinate complex projects, including the ability to assess priorities and manage competing deadlines</p> <p>Ability to work independently and positively contribute and engage within a team environment</p> <p>Ability to consult, liaise and build effective relationships with a diverse range of individuals and groups</p> <p>Strong analytical and problem solving skills</p> <p>Able to demonstrate a resourceful, resilient and solution focussed approach in challenging environments</p> <p>Excellent communication skills, particularly writing skills, presenting complex information coherently and succinctly</p>
Other	Able to undertake work outside ordinary hours as required.
7. ORGANISATIONAL RELATIONSHIPS / EXTENT OF AUTHORITY	
ORGINISATIONAL RELATIONSHIPS	
Reports to	Co-operative Development and Strategy Team Leader
Direct Reports	None
Internal Contacts	Liaise with fellow team leader and other staff to ensure that existing co-ops receive consistent support, and to explore

	opportunities for establishing new initiatives in line with the strategic plan.
External Contacts	Co-operatives, local councils, partner organisations, Community Housing Federation of Victoria, other housing co-operatives (RHCs), support workers, people and groups interested in co-operative housing
EXTENT OF AUTHORITY	
Under what level of supervision does the position operate?	Direction from the Co-operative Development and Strategy Team Leaders and Manager is usually available, however immediate guidance may not be available when working regionally or outside standard business hours and will require the incumbent to use their discretion.
How is the freedom to act controlled or limited?	The freedom to act is limited by delegation, operational policy and procedures, and established guidelines.
What degree of guidance or advice is available when problems occur?	Advice and direction is available from the Co-op Development and Strategy Team Leaders and Manager. However, immediate guidance may not be available whilst working regionally or outside of standard business hours and will require the incumbent to use their discretion.
Where can solutions to problems be found?	Solutions are available from the Co-op Development and Strategy Team Leaders and Manager, policy and procedure, precedents, objectives, regulations; legislation; legal process and procedure, and professional guidance.