

Executive General Manager, Housing & Homelessness

Housing & Homelessness

June 2026

Agreement

Signed–Manager

Signed–Employee

Date

Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion our values are Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Housing & Homelessness

The purpose of the Housing & Homelessness portfolio is to provide safe, stable housing and homelessness support through a unified portfolio that strengthens Wesley Mission's impact, advocacy and sustainability in this sector. It addresses housing insecurity and homelessness through both direct service provision and community housing management. Wesley Mission has a long history of working to relieve homelessness and provide housing to those in need.

It achieves its purpose by delivering specialist homelessness services, managing a portfolio of community housing, sourcing funding and strongly and strategically advocating for systemic reform to address housing affordability and homelessness in NSW.

Services include Community Housing (tenancy and property management) and Specialist Homelessness Services (crisis, transitional and medium-term accommodation and support programs), with the opportunity to identify new areas that complement this portfolio.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to provide strategic and operational leadership of the Housing & Homelessness portfolio, delivering high-quality housing and specialist homelessness services that create safety, stability and pathways to independence for people experiencing homelessness or housing insecurity. The role will be the internal and external face for Wesley Mission's Community Housing and Homelessness services, including advocacy and interaction with key external stakeholders.

4. Relationships

Reports to:	Managing Director, Wesley Community Services
Direct reports:	Head of Community Housing Operations Manager, Homelessness Services
Key relationships:	Community Services Leadership Team NSW Department of Communities and Justice Homes NSW Housing Australia Community Housing peak bodies and sector partners Homelessness peak bodies and sector partners
Leadership Framework Level:	Level 1
Industrial instrument:	Non-Award Salary

5. Major role responsibilities

- Lead the strategic direction and operational performance of the Housing & Homelessness portfolio, ensuring integrated, high-quality service delivery.
- Lead community housing and homelessness strategy, providing specialist expertise and system coordination to support sector reform and Wesley Mission's advocacy.
- Oversee the management of Wesley Mission's community housing portfolio, including tenancy management, compliance and property maintenance.
- Ensure the delivery of specialist homelessness services that meet contractual and regulatory requirements and achieve positive client outcomes.
- Build and maintain a high-performing, values-aligned and trauma-informed workforce through effective leadership, workforce planning and development in partnership with People & Culture.
- Manage government funding contracts and reporting obligations, maintaining strong relationships with Homes Australia, Homes NSW and DCJ.
- Develop and implement a business development strategy that grows the portfolio's housing asset base and service capacity.
- Represent Wesley Mission in the housing and homelessness sector, contributing to policy advocacy and sector reform efforts.

- Embed culturally safe and person-centred practice across all service streams, including dedicated approaches for Aboriginal and Torres Strait Islander clients.
- Collaborate with the GM Performance & Transformation to use data and evaluation to drive service improvement.
- Manage the portfolio budget with accountability for financial performance and long-term sustainability.
- Continuously monitor the external environment -including active participation in industry forums -to identify emerging issues affecting the portfolio and develop timely, evidence-informed responses.
- Proactively engage with government agencies and consumer groups to strengthen relationships and identify service growth and improvement opportunities.
- Ensure staff across the portfolio comply with Wesley Mission's mandatory requirements, including mandatory training, and that resources are used effectively and to best value.
- Foster a strong continuous improvement culture through business planning, risk management, performance evaluation and responses to surveys and reviews.
- Seek to embed opportunities for Word and deed expressions across portfolio services and activities.
- Ensure prompt reporting of all incidents in compliance with all regulatory requirements and Wesley Mission's incident reporting requirements.
- Ensure all contracts and written agreements with third parties are in a form approved by Wesley Legal and signed within delegated authority.
- Report to and advise the Managing Director, Wesley Community Services on portfolio performance, risk and strategic direction, including preparing Board reports as required.

6. Professional responsibilities

- Focus the work at the level of the role (Leadership Level 1 of the organisation's Leadership Framework). This includes promoting and working in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed for leaders as described in the organisation's Leadership Framework Level 1.
- Prioritise safety throughout your portfolio by familiarising yourself with and applying your responsibilities under the Work Health & Safety Management Framework Manual and related safety policies and procedures and site/service procedures. Ensure throughout your portfolio that effective safety consultation is occurring via WHS Committees, Health & Safety Representatives and/or formalised Other Agreed Arrangements. Also ensure throughout your portfolio that hazards and incidents are reported including near misses, and that they are investigated and resolved in a timely manner. Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Act in good faith in the organisation's best interests, exercise due care and skill in your work, follow lawful directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.

- Attend functions, meetings, seminars, training courses and events as required by your supervisor and worship services as encouraged by your supervisor.
- Participate on at least a six-monthly basis in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Take personal responsibility for your personal career development and training.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and Leadership Behaviours and Capabilities for Leadership Level 1 of the organisation's Leadership Framework, and:
 - Role model the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Work 'at level' (Leadership Level 1), providing strategic leadership, guidance and support or your portfolio and team not reaching into the work of the team unless necessary.
 - Demonstrate personal accountability and ensure the accountability of your team, including conduct, compliance, performance and effective service provision.
 - Ensure a safe, supported and highly engaged work environment by applying the organisation's engagement and safety frameworks, tools and practices for leaders.
 - As a key role within the organisation, you will have an active Christian faith and will see your role as a vocation and expression of your faith (desirable) or otherwise you will demonstrate explicit support for Wesley Mission's faith and purpose (essential).

Essential skills/knowledge

- Extensive senior leadership experience in community housing, homelessness or a related human services field.
- Strong knowledge of the Commonwealth and NSW social and community housing system, specialist homelessness services and the relevant regulatory environment (including the National Regulatory System for Community Housing).
- Strong financial and asset-management acumen, with experience managing budgets, government funding contracts and long-term sustainability.
- Experience using data and evaluation to demonstrate and improve service outcomes.
- Demonstrated success in business development and growing service capacity.

- Demonstrated ability to lead, develop and engage multidisciplinary teams.
- Highly developed stakeholder engagement, policy and advocacy skills, including with Homes NSW, DCJ and sector peak bodies, as well as wider government and philanthropic organisations.
- Demonstrated commitment to person-centred, trauma-informed and culturally safe practice.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Demonstrated experience managing a community housing portfolio, including tenancy and property management and compliance.
- Proven ability to deliver specialist homelessness services that meet contractual and regulatory requirements and achieve client outcomes.
- Knowledge of registration and compliance under the National Regulatory System for Community Housing (NRSCH).
- Established networks across the NSW housing and homelessness sector.
- Experience working within a faith-based organisation.

Training and qualifications

- Tertiary qualification in social work, housing, human services, business, management or a related discipline.
- Current Working with Children Check and National Criminal History Check.
- Current NSW driver licence.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.