

Build and Programs Supervisor – Position Description

Habitat for Humanity Victoria

Position Title	Build and Programs Supervisor
Status	Part Time – Fixed Term Contract
Program	Housing Programs
Date	May 2023

Context

Habitat for Humanity (HFH) is an international not-for-profit organisation with a vision for a world where everyone has a safe and decent place to live. Anchored by the conviction that safe and affordable housing provides a path out of poverty, Habitat has built or repaired over 800,000 homes, serving more than 5 million people worldwide since its founding. Habitat for Humanity Australia is one of more than 70 international Habitat offices.

In Victoria HFH undertake a 3 main programs to assist vulnerable people in our community. They are 1/ a home building program 2/ Brush with Kindness (BWK) program, and 3/ a disaster recovery program. As volunteering is key to all that we do, all programs rely on volunteer teams. The home building program gives people a hand-up by building homes in partnership with families in Victoria. Our partner families put in labour and a deposit, and we offer our construction expertise and assistance with financing. When the no-interest loan is repaid the money helps finance even more homes for people in need. BWK is a home maintenance and repair program working in partnership with disadvantaged and socially isolated members of the community. BWK mobilises teams of volunteers to conduct landscaping, maintenance, and minor repairs. The program helps preserve homeownership by partnering with disadvantaged homeowners struggling to restore and maintain a safe and decent place to live. Disaster recovery assists families and individuals affected by natural disasters like bushfires and storms after the initial responders have moved on.

HFH Victoria also works in partnership with housing providers, community service agencies and other organisation to increase housing solutions and improve existing housing and support services.

Purpose

The Build and Programs Supervisor is responsible for program delivery and leading teams of skilled and unskilled volunteers to complete various projects.

The Build and Programs Supervisor undertakes a range of functions including -

- Delivery/organising program activities and related resources.
- Working with and establish effective relationships with program stakeholders including partner agencies, recipients, and other staff.
- Ensuring that program reporting requirements are met.
- Organising maintenance work, landscaping projects, indoor and outdoor painting and small building projects.
- Organise and supervising disaster recovery programs for example storm recovery and bushfire recovery as required.

- Manage all logistics for volunteer activities efficiently and effectively including tools, equipment, materials, refreshments, etc.
- Drive the ute and tow the trailer.
- Ensuring a safe working environment and proactively encouraging safe working practices.
- Providing safety briefing presentation to volunteer teams.
- Taking photos at volunteer activities and preparing brief reports.
- Supervising volunteers and work to ensure projects are completed on schedule.
- Work on building site as required to assist with house construction.
- Other tasks to support the efficient and effective operation of the program.

Note – the Build and Programs Supervisor will need a satisfactory driving history and will need to provide details of their driving history as part of the application process.

Selection Criteria

- Highly motivated, positive, excellent organisation skills with very good attention to detail and ability to work independently.
- Program coordination and stakeholder management skills
- Highly developed communication skills including written, verbal and presentation skills.
- Proven ability to supervise and manage unskilled volunteer undertaking building maintenance and small building projects, including painting.
- Ability to support, motivate and work with up to 10 unskilled volunteers creating a fun work environment.
- Building maintenance and renovation skills and experience, including ability to paint and complete building repairs and small building projects.
- Unrestricted driver’s licence, ability to drive a Ute with trailer and willingness to travel.
- Construction White Card (or wiliness to obtain) and knowledge of construction site safety.
- Carpentry Qualification or experienced handyman/builder experience

Responsibilities and Key Performance Indicators

KEY RESULT AREA: Program Coordination	
Responsibilities and Duties	Key Performance Indicators (KPI)
<ul style="list-style-type: none"> • Coordinate a program of volunteer activities and other projects including resources management, logistics, etc. 	<ul style="list-style-type: none"> • Program of volunteer activities delivered efficiently and effectively.

<ul style="list-style-type: none"> • Ensure that the program of volunteer activities and projects is well organised and delivered to a high standard. • Ensure a safe work environment for staff and volunteers and ensure that all WHS policies / procedures are adhered to. • Identify and manage all risks associated with program delivery and other projects. 	<ul style="list-style-type: none"> • Stakeholders engaged and positivity supporting the program. • Corporate and community volunteers indicate a high level of satisfaction with volunteer activities. • Recipients indicated a high level of satisfaction with work completed.
KEY RESULT AREA: Stakeholder Engagement	
Responsibilities and Duties	Key Performance Indicators (KPI)
<p>§ In consultation with the Programs Manager, engage and manage program stakeholders.</p> <p>§ In consultation with the Programs Manager, identify and establish new stakeholder relationships.</p> <p>§ Work with Habitat for Humanity Victoria to support corporate partnerships.</p>	<p>§ Excellent, productive relationships with stakeholders including partner organisations, HFHV, etc.</p> <p>§ Work in partnership implemented to a high standard.</p>
KEY RESULT AREA: Reporting	
Responsibilities and Duties	Key Performance Indicators (KPI)
<p>§ Preparation of reports for stakeholders as required.</p> <p>§ fulfil corporate and other partner reporting requirements including documentation of impact and benefits.</p> <p>§ Ensure that required data, information and images are collected and reports are prepared.</p>	<p>§ All reporting requirements are fulfilled to a high standard.</p> <p>§ Programs / activities / projects are presented positively.</p> <p>§ Impact of program outputs are shared with stakeholders.</p>
KEY RESULT AREA: Volunteer Coordination / Supervision	
Responsibilities and Duties	Key Performance Indicators (KPI)
<p>§ Scope volunteer work projects including, assessing tasks that volunteers can undertake, considering WHS, and logistics.</p> <p>§ Organise a program of volunteer activities for groups of volunteers including, tools, materials, catering, and other logistics.</p>	<p>§ Program of volunteer activities delivered efficiently and effectively.</p> <p>§ Work completed to a high standard and on schedule.</p> <p>§ Corporate and community volunteers indicate a high level of satisfaction with volunteer days.</p>

<p>§ Supervise volunteers participating in volunteer days.</p> <p>§ Supervise volunteers to undertake building maintenance and renovation work, including painting, building repairs, small building projects, gardening, landscaping, etc.</p> <p>§ Manage work to ensure tasks are completed as agreed and facilities are usable by the end of the volunteer day.</p> <p>§ Checking Volunteers WHS status prior to volunteer days.</p> <p>§ Ensuring a safe working environment and actively implement safe working practices by volunteers and others on site</p>	<p>§ Activity briefs and reports provided within agreed time frames to agreed standard.</p>
KEY RESULT AREA: Resource Management	
Responsibilities and Duties	Key Performance Indicators (KPI)
<p>§ Access, manage and maintain appropriate resources, tools and equipment for the program of volunteer activities.</p> <p>§ Ensure appropriate storage of resources, tools and equipment and transport to site.</p> <p>§ Sourcing materials required for volunteer days as</p> <p>§ Use and maintenance of the Ute and trailer.</p>	<p>§ Tools, equipment and materials are available for the program of volunteer activities and other activities.</p>
KEY RESULT AREA: Building	
Responsibilities and Duties	Key Performance Indicators (KPI)
<p>§ Assist with the building program by assisting with carpentry and other build tasks as required.</p>	<p>§ Assist with building construction to a high standard.</p>
KEY RESULT AREA: Our Team and Organisation	
Responsibilities and Duties	Key Performance Indicators (KPI)
<ul style="list-style-type: none"> • Contributing to a safe and non-discriminatory workplace • Developing and maintaining good relationships with all volunteers, paid and unpaid staff, board members and HFH staff. 	<p>§ Evidence that workspace is WHS compliant. Feedback from staff and volunteers that workplace is non-discriminatory.</p> <p>§ Accurate timely information is communicated to relevant staff.</p>

<ul style="list-style-type: none"> • Complying with HFH Code of Conduct and HFH policies and procedures 	<p>§ All communication is respectful and courteous.</p> <p>§ Code of conduct is adhered to at all times.</p> <p>§ HFH policies and procedures adhered to</p>
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Decision Making

The Build and Programs Supervisor operates under the direction of the Programs Manager but has a high level of discretion in carrying out the responsibilities of the position. HFH policies and procedures also guide the Build and Programs Supervisor. The position holder is responsible for making decisions regarding the management and delivery of a program of volunteer activities including:

- Liaising with other HFH staff and assisting with management of program delivery
- Setting work priorities and providing guidance and support to volunteers
- Liaising with volunteers regarding tasks
- Technical matters concerning maintenance work, landscaping, surface preparation, painting and small building projects

Interpersonal Relationships – Internal	
Contact	Purpose
Housing Programs Manager	Receive direction from, work with and provide advice as required.
Volunteer Engagement Coordinator	Collaborate and liaise to run effective volunteer days
HFHV Staff	Develop and maintain relationships, and work in collaboration. Receive and provide information as required.
Interpersonal Relationships – External Contact	
Contact	Purpose
Volunteers	Develop and maintain relationships and work in collaboration to ensure that volunteer days operate effectively.
Housing providers, non-Government organisations, partner organisations, other stakeholders, and recipients	Develop and maintain relationships and work in collaboration to ensure that programs and activities operate effectively