



Chief Executive Officer  
**Community Housing Industry Association (CHIA) QLD**

Success Profile | October 2024

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# Introduction

Thank you for your interest in the **Chief Executive Officer** selection process.

OnTalent is thrilled to be leading the process of this appointment on behalf of **Community Housing Industry Association (CHIA) Queensland**. This briefing pack provides you with information regarding the organisation, the role and requirements.

Once you have reviewed this material, and if you haven't already, please visit [www.ontalent.com.au/chia/](http://www.ontalent.com.au/chia/) for details on how to apply.

I look forward to working with you through this process and invite you to contact me directly at anytime on 07 3305 5800.



**Christopher Dougherty**  
**Head of Not-For-Profit & Government**  
**OnTalent**

# About Us

Established in 2014, CHIA Queensland is the independent industry body representing community housing providers (CHPs) in Queensland. Governed by a professional and committed Board of Directors, CHIA Queensland is a member-based, non-profit company limited by guarantee. Our purpose is to support the community housing industry in Queensland to grow and thrive.

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.



# About Us



Our strategic vision is that all Queenslanders have appropriate, secure and affordable housing.  
In collaboration with our members, peak bodies and industry partners, we work to:

- Increase awareness of Queensland's community housing industry
- Influence policy to grow and strengthen the community housing industry
- Promote practices and strategies which enhance tenant outcomes

We also provide a range of member engagement opportunities to help shape and implement policy and strategies that will promote and sustain the sector.

Annual Review 22-23

Election Statement 2024

# Our Sector

Community Housing Providers are social and affordable housing experts, delivering homes that transform lives beyond just providing shelter.

They deliver a diverse range of housing from purpose-built developments for families, key workers, and older people to housing for people with disability and those requiring transitional accommodation.

Community housing providers are committed to ensuring our homes and communities are more than just places we live—they are vibrant, connected, and supportive environments where everyone can flourish.

As not-for-profit organisations, community housing providers re-invest any surplus revenue into new housing, better services or improving their properties. They prioritise the individual needs of tenants and facilitate access to services which support tenant wellbeing such as healthcare, education, and employment.



# The Board



## **Kristan Conlon – Chair**

- Partner, McCullough Robertson.
- Kristan has over 20 years' experience in property law. She is the Deputy Chair of yourtown, is the Vice President of Committee for Brisbane and she sits on committees for The Property Council and the Queensland Law Society.



## **Andrew Elvin – Non-Executive Director**

- CEO, Coast2Bay Housing Group.
- Tier 1 Community Housing Provider.
- Andrew has over 25 years' experience as a chief executive, executive manager and development consultant for the non-profit, government, human services, health, community, housing mental health, aged care and disability sectors in Australia and the UK. Under Andrew's leadership Coast2Bay has become a recognised leader in the community.



## **Lizz Bott – Non-Executive Director**

- CEO, Jacaranda Housing
- Tier 2 Community Housing Provider servicing areas across Brisbane and the Redlands.
- Lizz is an experienced not-for-profit professional, having worked with several organisations across diverse sectors. In particular, Lizz spent a significant period working in remote Indigenous communities across the Northern Territory on housing, employment, and social wellbeing projects and advancing opportunities for First Nation's people. Lizz's beliefs and commitment to social equality and growing stronger communities are firmly engrained.

# The Board



## **Peter Garrone – Non-Executive Director**

- Chief Financial Officer & Company Secretary, Brisbane Housing Company Ltd (BHC).
- Tier 1 Community Housing Provider.
- Peter has over 20 years' senior finance executive experience in accounting, treasury, corporate finance, commercial and governance. Peter has held senior leadership roles in the non-profit and corporate sectors and has extensive experience collaborating with stakeholders including government, community housing providers, community organisations and the corporate sector. Peter holds degrees in Commerce and Law and post graduate qualifications in Chartered Accounting, Advanced Treasury Management and Governance (AICD).



## **Alicia Follent – Non-Executive Director**

- Alicia has more than 15 years' experience in the community housing sector working throughout Queensland. Previously, Alicia has been the General Manager of Tier-1 housing provider, Churches of Christ and has served on the Boards of other community housing peak organisations. Alicia's work focuses on state and federal funding initiative delivery into Queensland as well as the development of strategic partnerships.



## **Jane West – Non-Executive Director**

- CEO, Bric Housing.
- Tier 1 Community Housing Provider.
- Jane is an experienced housing professional, having spent the majority of her career in social housing in the UK and in Australia. Prior to her recent appointment to the CEO role at Bric, she spent four years as Executive Manager Housing Services, and Chief Operations Officer. Prior to joining Bric, she headed up business development at Q Shelter and worked in a variety of policy roles in CHPs and the Department of Housing. In the UK, Jane held a Senior Executive role with a large housing association in London, worked extensively in the field of supported housing, and on community-led housing estate regeneration projects.

# The Board



## **Alexandra Mccoll – Non-Executive Director**

- Executive Manager Brisbane, Home In Place.
- Tier 1 Community Housing Provider with portfolio of 6,500 properties nationally; 700 in Queensland.
- Alex has 20 years' experience in the community and housing industry. Alex is a strong believer in the “Housing First Model” and advocates that all people have access to appropriate and affordable housing.



## **Mandy Thompson – Non-Executive Director**

- Tier 3 Community Housing Provider.
- Mandy Thompson has diverse community and public services experience across the Townsville and Queensland community. She holds a Bachelor of Science (Psychology), Bachelor of Community Welfare, a Diploma of Management and is currently enrolled in a psychology honours program due for completion October 2024. Mandy has held a range of leadership roles over the past 15 years in child protection, family support and homelessness and was elected as the Queensland Member for Townsville in 2009. Mandy has both parliamentary and community board experience and is skilled in quality, governance and legislative compliance; and the implementation of change management and strategic growth strategies.



# Key Role Information

<b>Title</b>	Executive Officer
<b>Reports To</b>	Community Housing Industry Association Queensland Board
<b>Location</b>	Negotiable, but must be able to attend Brisbane-based commitments in person
<b>Time Commitment</b>	Full time
<b>Position Overview</b>	<p>The Community Housing Industry Association of Queensland is the industry peak body for community housing providers in the State. Its members own or manage a \$3 billion portfolio of 10,000 social and affordable rental homes across the State. The sector is on a path to double in scale (or more) within the decade.</p> <p>To succeed in this role, the Executive Officer will work closely with the Board to expand the reach and impact of CHIA Queensland, while operating with a high level of autonomy. The Executive Officer will build the organisation's influence and advocacy, and reinforce its reputation for sound, practical, evidence-based advice. The capacity to evaluate and communicate new ideas and complex concepts is expected. Expanding the range of CHIA Queensland's member services will underpin the sector's expansion. As a small organisation, active collaboration with members and other stakeholders is a key to success.</p>

# Key Role Information

## Responsibilities

### Influence and Advocacy

- Build and maintain strategic partnerships with governments, with members, other peak bodies and across related industry sectors in Queensland.
- Lead thinking on new community housing funding and operational models that will improve the viability and impact of community housing.
- Identify policy solutions and design reform proposals on matters that affect community housing with particular reference to best-of-breed models operating in other Australian jurisdictions.
- Maintain and build CHIA Queensland's reputation for sound, practical, evidence-based advice.

### Governance

- Implement and report progress against the CHIA Queensland Strategic Plan and workplans.
- Ensure CHIA Queensland meets its statutory obligations under the *Corporations Act 2001*, taxation law and other relevant legislation, standards and organisational policies.
- Work closely with the Board and its committees and any communities of practice established under the Strategic Plan.
- Effectively anticipate and manage and report to the Board on risk for CHIA Queensland.

# Key Role Information

## Responsibilities Continued

### Member Services

- Ensure effective and high-quality engagement and communication with CHIA members.
- Keep members informed of issues, policy developments and other opportunities that may impact on their operations and growth.
- Build the community housing industry brand and help members promote their organisations.
- Provide a conduit for members to input to Government on key policy and operational matters.
- Expand member services to support sector growth.
- Expand and develop other relationships including sponsorships and associate memberships.
- Ensure effective engagement with other CHIA organisations and other peak bodies across all Australian jurisdictions including CHIA national.

### Financial Sustainability

- In consultation with the Finance Committee, input to budget forecasts, and manage cash flow and reporting.
- Ensure the organisation has sufficient funds to achieve strategic and operational targets.
- Identify and pursue opportunities to diversify revenue.
- Increase the membership base (and associated fee income).
- Attract sponsorship income and support.

# Key Role Information

## Selection Criteria

### Essential

- Senior or Executive experience in related sector (human, financial, legal services, construction, development, planning or government).
- Proven ability to bring value to CHIA Queensland and the community housing industry.
- A collaborative style and ability to build constructive relationships with others.
- Proven ability to influence agendas, partner with government and collaborate with members and stakeholders through relationship management and evidence-based thinking.
- Ability to straddle the strategic, the complex and the detailed.
- Strong financial & business acumen.

### Desirable

- Solid understanding of the community housing industry or clear ability to quickly get across the issues and opportunities facing the sector.
- Experience in a member-based organisation.

## How to Apply

To be considered, please submit your resume and cover letter (Word Format) by visiting <https://www.ontalent.com.au/chia/>.

# Our Ideal Candidate

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## Experience:

- You should have a deep understanding of the community housing sector and the issues facing Queenslander in relation to housing and homelessness or be able to quickly grasp key industry issues.
- Ideally you will have senior or executive-level experience in sectors such as community housing, government, or you may even have senior level stakeholder engagement experience within commercial development.
- You will have successfully developed and influenced policy agendas, built strategic partnerships, and have the ability to navigate the complexities of member-based organisations.

## Qualifications:

Your qualifications may stem from public policy, social work or business and you will be able to demonstrate the ability to operate strategically in complex environments whilst rolling up your sleeves and getting into the work.

## Leadership Style:

You will be curious, lean into change, collaborative, relationship-driven, and able to work independently while aligning with Board strategies. You should be forward-thinking, innovative and solutions focused.

## Success Factors

You know how to make the complex simple, and the simple compelling. You will have built effective partnerships, developed evidenced-based policy solutions, and advocated for and influenced their adoption. You will work to understand the sector development and capability building needs and work to align member services accordingly to support growth. You will have influenced government policy, ensured financial sustainability, and implemented strategic plans while managing organisational governance.

## Personality Factors:

This role requires a high-energy, resilient and proactive leader with a growth mindset. You should be analytical, detail-oriented, and results-focused, with strong adaptability. Excellent interpersonal and communication skills are essential for building strong relationships with diverse stakeholders.

# Get in Contact



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If you want to lead transformational change in Queensland's housing sector, apply now to become the Chief Executive Officer of CHIA Queensland and shape the future of social and affordable housing!