

ahi:
career +
mentoring
program

Information Pack

2025 - 2026



About the Career+ Mentoring Program

Program Purpose:

The Australasian Housing Institute (AHI) Career+ Mentoring Program aims to capitalise on the existing skills and knowledge within AHI membership to grow the potential of our future leaders.

The program enables matches to be formed between well-established social housing professionals and less experienced members who are seeking opportunities for career and professional development. This developmental mentoring program focuses on the mentee's growth and learning rather than on specific job-related tasks or skills.

Who can be involved in the Career+ Mentoring Program?

All program participants, mentors and mentees, must be members of the AHI, meet the mentee or mentor requirements and complete a mentee or mentor application.

Upon acceptance of their mentor match, mentees will pay \$300 (excluding GST). There is no cost to be a mentor, their involvement is voluntary.

Mentee requirements:

The selection of mentees will be based on the following guidelines:

- An AHI member at exploration, early or mid-stage career seeking to develop their skills further and benefit from a more experienced member's knowledge, guidance and insights.
- Willing to listen, learn and challenge their ideas to get the most out of the mentoring relationship over the mentoring term.
- Availability to meet (virtually or face to face) with their mentor at least once a month during the mentoring relationship. The minimum recommended time commitment is one hour per mentoring meeting.
- Willing to abide by the General Rules for Mentees and Mentors.
- Availability of a best-fit mentor.

Mentor requirements:

The selection of mentors will be based on the following guidelines:

- An AHI member who is a well-established social housing professional (mid to late-stage career) who desires to contribute to a brighter future for the social housing sector through the growth and development of future leaders.
- Ideally, 5+ years managing people and a certified Housing Professional.
- Keen to share knowledge, offer advice, share experiences and provide support to assist in a mentee's career development and professional growth during the mentoring term.
- Availability to meet (virtually or face to face) with their mentee at least once a month during the mentoring relationship. The minimum recommended time commitment is one hour per mentoring meeting.
- Willing to abide by the General Rules for Mentees and Mentors.
- Availability of a best-fit mentee.

Career+ Benefits

Benefits for mentees:

- Access to a professional role model
- Opportunity to develop leadership capability
- Advice on developing strengths and overcoming weaknesses
- Guidance on professional development and advancement
- Formulate long-term career vision and support in achieving short-term career goals
- Support with problem-solving
- Exposure to new ideas and ways of thinking
- Increased visibility and recognition within the industry
- Expanded professional networks
- Extension of continuing professional development record

Benefits for mentors:

- Personal and professional satisfaction from contributing to the profession and mentee progression
- Recognition as a subject matter expert and leader
- Development of personal leadership and coaching styles
- Expanded professional networks
- Staying in touch with emerging issues relevant to less experienced social housing professionals
- Exposure to new ideas and ways of thinking
- Extension of continuing professional development record

Benefits for employers:

- Help employees reach their full potential, thus, promoting their personal and professional development in a supportive way
- Enhance leadership and coaching skills in current and future managers
- Engage and motivate employees
- Enhance job satisfaction

Benefits for the industry:

- Develop relationships and cooperation across the sector
- Facilitate a transfer of knowledge between different cohorts in the industry
- Support a resilient, robust and adaptable industry equipped to grow, to meet challenges and recognise opportunities
- Grow the potential of our future leaders

How does the Career+ Mentoring Program work?

1. Applications

The Career+ Mentoring Program accepts applications twice annually. Members are required to complete the [online mentee or mentor application form](#). When completing the application questions, applicants should reference the career stage descriptors and areas of expertise descriptors within this document.

2. Matching

Once the application period ends, the matching process involves reviewing applications and determining best-fit matches based on expertise, goals and compatibility of mentees and mentors. Mentee and mentor pairs need not be geographically located close to each other as ongoing contact may be carried out via video call, telephone, and email.

Pairings are proposed to the mentee and then the mentor for acceptance. Applications for which a best-fit match is not determined at the time of matching are held over for the next intake.

3. Training

Upon acceptance of pairing by mentee and mentor, pairs are provided access to online training materials and tools to assist them in preparing and getting the most from the mentoring experience.

4. Program Commencement

To officially commence the program, a mentoring program induction webinar is scheduled for each intake. This 1-hour webinar allows matched pairs to meet each other, other participants, and the program manager. The program manager will discuss what is envisaged for the mentoring program and the available support. Mentees and mentors will also be invited to talk with peers about what they want to achieve from the program.

Following program induction, pairs hold their first meeting to complete a mentoring agreement. An initial survey will be used to check that mentoring relationships have launched successfully.

5. Ongoing Contact

Mentees and mentors are responsible for ongoing contact per their mentoring agreement. The format and regularity of ongoing contact will be determined by the pair and may include face-to-face or virtual meetings supported by email, phone, and/or messaging.

The program manager sends regular check-in emails with tips and ideas for making the most of the mentoring experience and supporting the mentoring relationship to flourish. A mid-program survey will be used to check progress.

6. Program Conclusion

Pairs hold a final meeting to conclude the formal mentoring relationship. The meeting is a time for mentoring pairs to reflect upon what they have shared and learned during the mentoring relationship and celebrate the achievement of goals.

Mentees and mentors are invited to complete a close survey to share experiences and give feedback about the program.

Key Program Dates

Please note that program dates may be subject to change.

	2025 March Intake	2025 October Intake	2026 March Intake	2026 October Intake
Applications Open	13 Jan 2025	1 Sep 2025	12 Jan 2026	1 Sep 2026
Applications Close	21 Feb 2025	30 Sep 2025	4 Mar 2026	30 Sep 2026
Matches Confirmed	WEEK COMMENCING 3 Mar 2025	WEEK COMMENCING 13 Oct 2025	WEEK COMMENCING 16 Mar 2026	WEEK COMMENCING 12 Oct 2026
Training Assigned				
Induction Webinar	12 Mar 2025 11:00AM to 12:00 PM AEDT	22 Oct 2025 11:00AM to 12:00 PM AEDT	24 Mar 2026 11:00AM to 12:00 PM AEDT	21 Oct 2026 11:00AM to 12:00 PM AEDT
Mentoring Meetings	Mar 2025 to Sep 2025	Oct 2025 to Apr 2026	Mar 2026 to Sep 2026	Oct 2025 to Apr 2026
Program Close	19 Sep 2025	30 Apr 2026	30 Sep 2025	30 Apr 2026

¹Upon applying, applicants should tentatively save the date for the Induction Webinar in case they are matched. Only matched participants will need to attend.

Time Commitment

Typical time commitment² will involve:

Online 'Effective Mentoring' training	1 hour
Program Induction webinar	1 hour
Mentoring meetings (including preparation and follow-up)	1.5 – 2 hours per month x 6 months ²
Reading program communications and responding to surveys	Up to 1 hour over course of program

² To determine the specific time commitment for the program, it's essential to have open and honest discussions between mentors and mentees. They should agree on the frequency, duration, and expectations for the program. Additionally, they should periodically review and adjust the time commitment based on progress and evolving needs.

Who can I contact for more information?

Please email the mentoring program manager at mentoring@housinginstitute.org

General Rules for Mentees and Mentors

In applying for and entering the AHI Mentoring Program it is understood that the General Rules for mentees and mentors are to be always adhered to:

- It is expected that mentees/mentors will complete the application form honestly, for the matching of mentors/mentees to be as successful as possible.
- As members, it is expected that mentees/mentors comply with the Institute's Code of Conduct which is intended to give Institute members clear guidance about how to conduct themselves as social housing professionals.
- It is expected that mentees/mentors understand that no bullying, harassment, or other unacceptable workplace behaviours will be tolerated.
- It is expected that mentees/mentors understand that the mentoring program will require time commitments and are pleased to give up some of their time to participate in the program and communicate with their mentee/mentor.
- It is expected that all mentees/mentors will enter the mentoring relationship with a commitment to assist each other to develop and learn in an environment that will support honesty, fairness, and respect.
- It is expected that the mentees/mentors, in becoming a part of the Mentoring Program, will share ideas, knowledge and experiences with their partner in the mentoring relationship.
- It is expected that the confidentiality and privacy of the mentee/mentor will be strictly adhered to.
- It is expected that mentees/mentors are aware that once the mentoring program has ceased, they are no longer a recognised mentor/mentee combination in the program, though they must maintain confidentiality and privacy.
- It is expected that mentees/mentors understand that once they have committed to participate in the AHI Mentoring Program, if for any reason they cannot see the program through to its conclusion, they need to notify the program manager and their mentee /mentor as soon as possible.
- It is expected that mentees/mentors understand that non-compliance with the mentoring program rules and AHI Code of Conduct may result in removal from the mentoring program and further action as necessary per non-compliance with the AHI Member Code of Conduct or per the mentoring program grievance handling procedure.
- If the mentoring relationship is not working for any reason, the program manager should be notified immediately to ensure that the matter is addressed and, if necessary, the mentoring relationship is prematurely closed.
- It is expected that mentees/mentors will notify the program manager in writing of any unresolved grievances or concerns regarding the program process or mentee/mentor conduct in a timely fashion.

Grievance Procedures

1. Firstly, the mentee/mentor are encouraged to attempt to discuss the concern informally with the other party.
2. If issue remains unresolved, the mentee/mentor should raise the grievance in writing with the program manager including:
 - a. outline of the nature of the grievance
 - b. details of issues contributing to the grievance
 - c. action taken to resolve the grievance, and
 - d. desired action for resolution of the grievance.
3. Upon receipt of a formal grievance, the program manager will work to resolve the issue.
4. If attempts by the program manager are unsuccessful in resolving the issue or the matter is serious in nature, the program manager will escalate the grievance to the Executive Officer and Branch Director to agree action, which may include one or more of the following:
 - a. premature closure of the mentoring relationship
 - b. re-matching if a mentoring relationship cannot continue
 - c. withdrawal from the mentoring program
 - d. suspension or disqualification of membership, or
 - e. other action deemed appropriate by the Australasian Housing Institute.

Career Stage Descriptors

The career stage descriptors may be referenced to determine mentee or mentor role eligibility and to aid in completing the application questions.

Mentees are typically in exploration, early or mid-stage careers, with mentors typically in mid to late-stage careers.

- **Exploration Stage:** This is the early phase of your career, during which you explore your interests, strengths, and potential career paths. You might be a student or a recent graduate trying to gain exposure to various fields and industries.
- **Entry-Level Stage:** This involves starting your career in an entry-level position. You're learning the basics of your chosen field, gaining practical experience, and building your professional network.
- **Mid-Career Stage:** In this phase, you have gained several years+ of experience and expertise in your field. You might have advanced to higher roles with increased responsibilities. You're likely to have a deeper understanding of your industry and may be managing teams or projects.
- **Senior-Level Stage:** You're considered a subject-matter expert and often contribute to strategic decision-making. Leadership, mentorship, and a broader impact on your organisation or industry are characteristic of this stage.
- **Executive/Leadership Stage:** At this stage, you might be a top executive or a leader in your organisation. You're responsible for shaping the direction of your company or a major division. Your decisions have a significant impact on the business's success and growth.
- **Late-Career Stage:** This phase is characterised by considering retirement or winding down your full-time career. You might take on advisory or consultancy roles, mentor the next generation of professionals, or pursue personal interests outside of your primary career.

Areas of Expertise Descriptors

The areas of expertise descriptors provided may be referenced when completing the application questions. Mentees will be asked to identify their areas of interest, and mentors asked to identify their areas of expertise.

- **Housing Management:** Professionals in this area focus on the day-to-day operations of social housing properties. This includes tenant selection, lease management, maintenance coordination, rent collection, tenant relations, and adherence to housing regulations.
- **Tenant Services and Support:** Professionals in this area provide supportive services to residents of social housing, such as case management, counselling, job training, educational programs, and access to healthcare. They aim to improve residents' overall well-being and help them achieve self-sufficiency.
- **Community Development and Engagement:** Experts in community development focus on creating vibrant, inclusive, and sustainable neighbourhoods within social housing complexes. They facilitate community-building activities, encourage resident participation, and work on projects that enhance the quality of life for residents.
- **Homelessness Prevention:** Homelessness prevention specialists work to identify and assist individuals and families who are at risk of becoming homeless. They connect people with resources and services that can help them maintain stable housing and address underlying issues.
- **Housing Policy and Advocacy:** Experts in this area work on developing, analysing, and advocating for policies that address housing affordability, homelessness, and access to safe and stable housing for marginalised populations. They often collaborate with government agencies, nonprofits, and advocacy groups to influence housing policy decisions.
- **Affordable Housing Development:** Professionals specialising in this area are knowledgeable about land acquisition, financing, construction, and regulatory processes involved in creating housing units that are affordable to low-income individuals and families. They work to ensure that housing projects meet both the needs of the community and regulatory requirements.
- **Housing Finance and Funding:** Professionals in this area are knowledgeable about various funding sources for social housing projects, including government grants, tax credits, private investments, and philanthropic donations. They play a crucial role in securing the financial resources needed for housing initiatives.
- **Regulatory Compliance:** Social housing experts who specialise in regulatory compliance ensure that housing developments and property management practices adhere to local, state, and federal regulations. This includes laws related to fair housing, accessibility, building codes, and tenant rights.
- **Data Analysis and Research:** Data-driven professionals analyse trends and conduct research to inform housing policies, track housing needs, and evaluate the effectiveness of social housing programs. Their insights help shape evidence-based strategies.
- **Sustainability and Design:** Those with expertise in sustainability and design focus on creating energy-efficient, environmentally friendly, and well-designed social housing units. They integrate sustainable practices and innovative design concepts to improve residents' quality of life and reduce environmental impact.
- **Legal and Advocacy Services:** Legal experts specialising in social housing provide legal assistance to tenants, landlords, and housing organisations. They may address issues related to eviction prevention, tenant rights, fair housing violations, and other legal matters.