

## Position Description

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| <b>Position Title:</b>    | <b>Team Leader, Place Management – Patch 5</b> |
| <b>Team:</b>              | Housing and Homelessness                       |
| <b>Employment Status:</b> | Ongoing, Full-time position                    |
| <b>Primary location</b>   | 117 Berkeley Street, Melbourne                 |

## About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We develop, own and manage social, transitional and affordable housing and provide commercial property management, owners corporation management, and cleaning and grounds services.

We believe that affordable housing is the foundation on which to build a life of value but that a good life takes more than just housing. A good life takes place in a community. Unison also assists over 3,500 people who are homeless or at risk of homelessness each year.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, and the LGBTIQ+ communities, to join our workforce.



### OUR VISION

Communities that thrive.

### OUR MISSION

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

## Our Values

We are committed to delivering high-quality services in line with our organisational values. These values are the principles that guide how we operate, how we provide services to our customers, how we treat each other within the organisation, and how we relate to the broader community.

As a values-based organisation, Unison seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high work standards in line with our values.

At Unison we value:



## Position Objectives

- To lead, co-ordinate and supervise the Patch - 5 Place Management Team (referred to as the Team) to deliver a defined range of place management services to a high standard and in accordance with Unison policies and practices
- Deliver and influence best practice and positive client outcomes across a range of housing services, including public, private, social and affordable.
- Work co-operatively and collaboratively as a member of the Unison team to create communities that thrive.
- Collaborate with relevant partners and renters to facilitate a sense of community and promote social and economic participation.
- Develop and sustain partnerships with relevant support services to ensure adequate support for renters with complex needs.

## Key Accountabilities

### Leadership and coordination of the Team

- Provide effective day to day co-ordination of the Team's service delivery activities under the direction of the Manager Place Management North
- Develop a team culture based on Unison's values of People, Positivity, Respect and Accountability and Unison's practice framework.
- Ensure that the Team always operates within the terms of the Residential Tenancies Act, Privacy Act and within Unison Operational Policy.

- Develop and implement effective systems for communication within the Team, senior managers and other Unison colleagues
- Ensure Team members receive effective and appropriate support, supervision and guidance.
- Together with the Manager, Place Management North regularly review individual roles and workloads within the Team to ensure team resources are being used effectively, efficiently and fairly.
- Work with the Manager, Place Management North to ensure that the Team has capable administrative systems in place and access to resources and equipment to operate competently.
- Participate in the Team Leader on call roster as required.

### **Delivery of Place Management Services**

Support, lead and enable the Team to deliver high quality services within the Unison Practice Framework and carry-out the following tenancy and property management tasks:

- Allocate vacant properties in line with Unison policies and procedures.
- Ensure rental arrears are within Unison key performing targets and communicate with customers to resolve rent arrears issues
- Ensure vacancy rates are kept within target
- Ensure that properties are regularly inspected
- Resolve client conflict and anti-social behaviour
- Take action under the Residential Tenancies Act 1997 (RTA) to deal with tenancy issues in accordance with the RTA and relevant Unison policy.
- Represent Unison at the Victorian Civil and Administrative Tribunal (VCAT)
- Support tenancy and property activities
- Collaborate with support services

### **Renter Consultation and Participation**

- To assist in developing a culture within the Team where customers are provided with clear and honest information, consulted on issues of impact and given opportunities to participate in identifying and implementing solutions to housing and support issues.
- To implement a range of creative and innovative strategies for engaging with customers around issues within properties and involving them in the implementation of solutions e.g. regular resident meetings
- Actively encourage Unison customers to become active Unison Tenant Advisory Group members and participate in Unison decision making processes.

### **Financial Management and Strategic and Operational Planning**

- Work with the Manager, Place Management North to ensure that the Team operates within the allocated operational budget.
- Participate in the development of the Unison Strategic and Operational Plans and ensure that all delegated Operational Plan tasks are completed satisfactorily.

## Policy Development, Compliance and Risk

- Ensure Team members are aware and understand Unison Operational Policy and how Operational policies are implemented
- Participate in the review of existing policy and the development of new Operational Policies.
- Participate in ongoing collaboration with Unison's Corporate Services Division with regards to Reporting, Quality and Accreditation processes.
- Other duties as directed.

## Key Selection Criteria

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| <b>Qualifications and experience</b> | <ul style="list-style-type: none"> <li>• Qualifications in Social Work, Community Development, Social Sciences OR experience in the Housing or Real Estate sector.</li> <li>• Experience operating within the Residential Tenancies Act and experience at VCAT.</li> </ul>  |
| <b>Personal qualities</b>            | <ul style="list-style-type: none"> <li>• Ability to show initiative, be a self-starter &amp; work autonomously.</li> <li>• Approachable with a positive, cooperative and constructive attitude to work and working with others.</li> <li>• Ability to be professional and to show empathy.</li> </ul>   |
| <b>Knowledge and skills</b>          | <ul style="list-style-type: none"> <li>• Demonstrated skills and experience in working effectively and sensitively with a broad range of clients, including those with high support needs and challenging behaviours.</li> <li>• Demonstrated skills and experience within collaborative teams.</li> <li>• Knowledge of mechanisms contributing to, and maintaining, disadvantage/poverty and housing insecurity and homelessness</li> <li>• High level communication skills – including verbal and written communication.</li> <li>• Well-developed computer skills – word processing, excel, data-bases.</li> </ul> <p>A current full Victorian driver's licence.</p> |
| <b>Workplace Health and Safety</b>   | <ul style="list-style-type: none"> <li>• Comply with Unison's OHS policy and procedures and applicable legislation and promote a positive safety culture.</li> <li>• All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work.</li> <li>• Regularly inspect your work environment and report any incidents, hazards or near misses that can cause harm or represent a threat to public safety to the relevant Manager or Supervisor.</li> <li>• Actively participate in hazard identification and elimination where practical.</li> </ul>   |
| <b>Other requirements</b>            | <ul style="list-style-type: none"> <li>• A current valid and full Victorian Driver's Licence is essential</li> <li>• This role is subject to a satisfactory National Police History check and Working with Children Check.</li> </ul>   |

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|  | <ul style="list-style-type: none"> <li>• Applicants who have lived overseas for 12 months or longer during the past ten years must provide the results of an International Police Check.</li> <li>• All employees are required to provide evidence of 2 COVID-19 vaccinations.</li> </ul> |
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## Organisational Relationships

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| <b>Accountable to</b>                     | <ul style="list-style-type: none"> <li>• Manager – Place Management North</li> </ul>   |
| <b>Supervises (Day to Day Operations)</b> | <ul style="list-style-type: none"> <li>• A team of Place Managers, Housing Support Worker</li> </ul>   |
| <b>Internal relationships</b>             | <ul style="list-style-type: none"> <li>• Management Team, Place Management Teams, Unison Assets team other internal staff, including Corporate Services.</li> </ul>  |
| <b>External relationships</b>             | <ul style="list-style-type: none"> <li>• Unison renters, other housing providers, Local Agencies, external contractors and other relevant networks, including support agencies and Government Departments</li> </ul> |

## Physical Inherent Requirements

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| <b>Office duties</b>        | <ul style="list-style-type: none"> <li>• Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.</li> <li>• General office-based work includes handling files and various paperwork and attending to phone calls and stakeholder enquiries.</li> </ul> |
| <b>Driving</b>              | <ul style="list-style-type: none"> <li>• Required to drive Unison owned vehicles.</li> </ul>   |
| <b>Work environment</b>     | <ul style="list-style-type: none"> <li>• May be required to work from different sites, including offsite facilities.</li> <li>• Exposure to varied weather conditions.</li> </ul>  |
| <b>Lifting and carrying</b> | <ul style="list-style-type: none"> <li>• Infrequent lifting and carrying of items up to 5kgs.</li> </ul>   |
| <b>Bending and reaching</b> | <ul style="list-style-type: none"> <li>• Required to occasionally bend and reach.</li> </ul>   |

## Position Description Review

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| <b>Date Position Description Adopted:</b> | August 2023 |
| <b>Position Description Review Date:</b>  | August 2026 |