

Position Description

Position Title:	Operations Manager – Housing
Team:	Housing and Homelessness Team
Employment Status:	Fulltime and Ongoing
Reporting to:	Senior Operations Manager - Housing

About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We improve housing outcomes by leveraging our culture, partnerships, experience and our approach to innovation to create secure, sustainable homes and facilitate support and choice for people to positively engage in their community.

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 need social or affordable housing as well as helping people who are homeless or at risk of homelessness each year.

Position overview

Unison's Housing and Homelessness Team comprises all the departments supporting people who need housing as well as helping people who are homeless or at risk of homelessness. We also help people re-establish and maintain secure tenancy in the private rental market. The team provides tenancy management (place management) for transitional housing, supportive and long-term social housing. In addition, we manage some public housing on behalf of DFFH. You will find Unison's Housing and Homelessness Teams staffed in all of Unison's site offices across Melbourne's suburbs, Geelong and Werribee.

This role reports to the Senior Operations Manager – Housing and is responsible for overseeing Unison's portfolio of tenancies.

In collaboration with other departmental managers, the Operations Manager – Housing will provide positive, proactive leadership, drive service excellence and provide superior knowledge of tenancy management. An important aspect of the work is also to ensure tenants have access to the support that they need to sustain their tenancy and to help our renters be part of a community that thrives.

Position responsibilities

- Provide strong people leadership across geographically diverse teams with initiatives that promote engagement, communication, knowledge sharing and culture building across the organisation.
- With the support of the Senior Operations Manager – Housing build a cohesive and high performing place management team that is characterised by teamwork, open discussion, strong morale and a focus on results.
- Support the delivery of the Unison Strategic Plan and Operational Plans by supporting the delivery of strategic initiatives and ensure that all delegated Operational Plan tasks are completed to a high quality and in a timely manner.
- Provide practical advice to your team on interpretation of legislative obligations under the Residential Tenancies Act and other relevant laws, codes, regulations and Acts.
- Oversee a portfolio of matters that have escalated or likely to escalate to VCAT, representing Unison at formal and informal conciliation meetings, tribunals and hearings.
- Ensure the delivery of Unison's agreements with support providers meet the needs of renters and maximises their participation in creating a thriving community.
- Ensure that all legislation, regulations, standards and Unison policies and procedures are being complied to as it relates to the work of your team.
- Ensure Unison meets compliance and legislative requirements by managing the accurate recording of relevant data, preparing reports and data for registration, compliance, accreditation, and funding requirements with DFFH and other Unison Teams.
- Ensure renter complaints and incidents are received and responded to in a pro-active and timely manner.
- Work closely with the People Team to support the development of an agile, high-performing team through understanding capability gaps and opportunities, coaching and performance measures.
- Work closely with the Assets and Facilities Team to ensure that shared priorities are delivered on time and to the highest quality.
- Ensure budgets are operating within allocated funding (operational or grants)
- Promote and model Unison's values and Code of Conduct in all interactions with colleagues, renters, clients and the broader community.
- Be flexible and undertake any other duties as reasonably directed.

Key selection criteria

- Extensive experience in managing social housing or other tenancy-related portfolios across large, multi-layered teams and multiple geographical locations.
- Experience developing high performing teams through positive leadership and culture building, and strength-based coaching and feedback practices.
- Experience in connecting and collaborating with internal organisational stakeholders to unite in the delivery of common goals, such as data and analytics, people and culture, quality and compliance and project teams.

- Sound understanding of Residential Tenancies legislation and personally managed formal cases at VCAT.
- Demonstrated skills in working effectively and respectfully with a broad range of people, including clients with complex, high support needs and challenging behaviours.
- Experience in managing key stakeholder relationships.
- Demonstrated skills and experience in the quality assurance and monitoring of large service delivery operations to ensure that practice is consistent and compliant.
- Ability to lead change through both individual and team support, coaching and communication, and the application of change methodology.
- Exceptional written and verbal communication skills, with an ability to adjust style, message and approach to ensure knowledge is shared across teams and organisational levels in an effective and timely way.
- Ability to show initiative and work autonomously, with a high level of enthusiasm, resilience and positivity.
- Excellent time management, planning and organisational skills with the ability to prioritise and meet deadlines.
- Strong attention to detail.

Other:

- A current valid Victorian Driver's License.

Safety and wellbeing

Staff may be required to interact with Unison's renters and members of the public across Unison's locations in emotionally heightened situations, and therefore need to represent Unison professionally and calmly, and apply safe work practices outlined in Unison's safety and wellbeing policies and procedures.

Smoking, vaping, e-cigarettes, alcohol or illicit drugs are not permitted to be consumed on any of Unison's premises by staff.

Employment conditions

All staff must be able to perform their duties in varying conditions and locations across Unison's sites.

Unison is committed to protecting children and vulnerable people who have contact with our service. It's an inherent requirement of employment for all staff to have a current Working With Children Check and relevant, clear Police Check.

Equal employment opportunity

Unison is committed to creating a safe, inclusive and supportive workplace that reflects the community we serve. People who may be Aboriginal and/or Torres Strait Islander, are culturally,

linguistically, LGBTQ+, age, gender or ability diverse, or have a disability, are encouraged to apply for positions at Unison as part of our Reconciliation Action Plan and Diversity and Inclusion Strategy.