

Position Description

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| Position Title: | Manager, Place Management West |
| Team: | Place Management West |
| Employment Status: | Full-time and Ongoing |
| Primary location | Footscray, with travel and working required at other Unison locations |

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

The Manager, Place Management West will provide proactive leadership and drive service excellence for a team of approximately 15 staff managing Unison's housing portfolio in the western suburbs of Melbourne, covering Greater Melbourne and extending to Geelong. The property portfolio includes social housing, affordable housing, public housing and supportive housing.

The position is responsible for the operational management of place management services and ensuring robust systems and practices are in place to support Unison renters. The position is supported by 3 direct reports: three Team Leaders Place Management, responsible for delivering tenancy services to renters.

Key Accountabilities

Place Management Services

- Oversee the provision of efficient and effective operations of Unison's place management services in the western suburbs of Melbourne
- Ensure renters are treated with dignity and respect in line with Unison values
- Ensure funding and service agreement requirements are met and foster collaborative partnerships with funding bodies
- Ensure rent collection and rental arrears are effectively and efficiently managed in line with Unison policy and the Residential Tenancies Act
- Working collaboratively with the Property Team, ensure Unison meets its responsibilities in relation to the repairs and maintenance of properties
- Ensure Unison staff are accessible to tenants and regularly visit properties

- Ensure renters are supported and encouraged to participate in the development and operation of Unison
- Work with the Director Housing and Homelessness, the Senior Manager Place Management and the Manager, Place Management North to implement the Unison Operational Plan
- Manage contract arrangements as required
- Manage reporting requirements for partnership and government contracts
- Ensure complaints and incidents are managed in a pro-active and timely manner.
- Ensure integrity of data, accuracy and timely reporting in line with Unison requirements.

External Relations

- Build strong and connected engagement with contract partners to ensure success in delivering high quality and facilitate sustainable tenancies
- Develop and maintain effective and collaborative partnerships with external stakeholders including government agencies, other housing providers and organisations providing support services
- Participate where appropriate in external conferences, workshops and other forums

Financial and Resource Management

- In consultation with the Director Housing and Homelessness and the Senior Manager Place Management prepare annual budgets
- Monitor performance against budget and take corrective action where required
- Ensure expenditure is incurred in line with relevant policies and procedures

Compliance and Risk

- Ensure that staff are aware of the Unison compliance framework and foster a culture in which all staff understand their role in maintaining compliance
- Monitor key performance measures and implement corrective action as required
- Use key performance measure data as a management tool to improve accountability and improve services
- Ensure key risks are identified and managed in accordance with the organisation's policies and procedures

People Management

- Lead, motivate and manage an engaged, capable and productive team to achieve positive outcomes for renters.
- Model, promote and maintain a positive, respectful and enthusiastic work environment aligned to Unison Values and Code of Conduct.
- Maintain high standards of professional practice within the team through the provision of support, guidance and coaching. Ensure constructive feedback is provided through regular supervision and performance reviews.
- Ensure team members receive mentoring and guidance and have access to opportunities to support their professional growth and development.
- Where required, undertake performance management and succession planning.

Leadership and Promotion of a Positive Culture

- Support the delivery of the Unison Strategic Plan and Operational Plans and ensure that all delegated Operational Plan tasks are completed to a high quality and in a timely manner.

- Champion a culture that is respectful, non-judgemental and inclusive in line with the Unison Values and Unison Code of Conduct.
- Support others to respond positively to change and the future directions of Unison.
- Ensure pro-active collaboration between work teams and stakeholders.

Compliance and Risk

- Ensure that staff are aware of the Unison compliance framework and foster a culture in which all staff understand their role in maintaining compliance
- Ensure adherence and compliance with all relevant codes, acts and regulations as determined by statutory authorities and regulatory bodies, as well as Unison Policies and Procedures. This includes but is not limited to the Building Act (including Performance Standards), Residential Tenancy Act, Occupational Health and Safety Act.
- Use Key Performance Measures data as a management tool to monitor performance, take corrective action as required and drive efficiencies
- Ensure key risks are identified and managed in accordance with relevant policies and procedures.

Personal Accountability

- Actively participate in activities and initiatives to promote and sustain a positive and collaborative workplace with colleagues and stakeholders.
- Participate in team meetings, Unison staff meetings and other meetings and forums as required.
- Participate in regular performance review and planning.
- Ensure regular reports relevant to the position are accurate and provided within specified formats and timelines.
- Comply with all legislation, regulations, standards and Unison policies and procedures relevant to the position.
- Other duties as directed by Unison.

Key Selection Criteria

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| Qualifications and experience | <ul style="list-style-type: none"> • A relevant tertiary level qualification and/or demonstrated and extensive experience within the housing sector (government, non-government or private) • Proven leadership skills with experience in building effective teams. • Experience in managing staff across multiple locations • Change leadership experience to build support and commitment to new ways of working. |
| Personal qualities | <ul style="list-style-type: none"> • A demonstrated commitment to social justice and to the empowerment of disadvantaged members of the community • Ability to make sound judgement and be calm under pressure. • Demonstrated self-awareness while operating in a dynamic and complex environment. • A proactive, collaborative mindset and demonstrated capacity to work independently and within a team environment. • Demonstrated ability to maintain confidentiality, maturity, and diplomacy in responding to/and in management of enquiries from staff, customers and members of the public. |
| Knowledge and skills | <ul style="list-style-type: none"> • Understanding and experience in delivering services within the housing sector, including public, social, affordable and private housing • Experience in the direct provision of high-quality place management services • Demonstrated skills and experience in the leadership of teams • Experienced in successful contract management • Results oriented and ability to achieve key performance measures and targets • Skills and experience in working effectively and sensitively with a broad range of people, including people with high support needs and challenging behaviours • A demonstrated ability to establish and maintain partnerships with key stakeholders, including Government Departments and support services • An understanding of and demonstrated application of the Victorian Residential Tenancies Act (RTA) • Experience in developing and maintaining sustainable inter-agency partnerships • Excellent written and verbal communication skills, including the ability to negotiate at all levels to deal with complex and sensitive issues with tact and discretion. • Strong negotiation and conflict resolution skills. • Excellent time management, planning and organisational skills with the ability to prioritise and meet deadlines. • Strong of attention to detail. • Excellent computer skills, including experience with MS Windows and MS Office |
| Workplace Health and Safety | <ul style="list-style-type: none"> • Comply with Unison's OHS policy and procedures and applicable legislation and promote a positive safety culture. |

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| | <ul style="list-style-type: none"> • All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work. • 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. • Actively participate in hazard identification and elimination where practical. |
| Other requirements | <ul style="list-style-type: none"> • A current valid and full Victorian Driver's Licence is essential • This role is subject to a satisfactory National Police History check and Working with Children Check. • Applicants who have lived overseas for 12 months or longer during the past ten years must provide the results of an International Police Check. • All employees are required to provide evidence of 2 COVID-19 vaccinations |

Organisational Relationships

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| Accountable to | Senior Manager Place Management |
| Supervises (Day to Day Operations) | Team Leaders Place Management |
| Internal relationships | Manager Place Management North Unison Executive and Management Teams Other Unison staff |
| External relationships | Government Departments Support agencies providing support to Unison renters Other relevant local forums & networks |

Physical Inherent Requirements

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

Position Description Review

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| Date Position Description Adopted: | April 2023 |
| Position Description Review Date: | April 2025 |