

| Position Description | |
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| Position Title: | Homes for Families Team Leader – H4F |
| Status: | Full time fixed term from February 2022 – January 2024 |
| Primary Location: | Footscray/ Werribee |
| Date PD Adopted: | January 2022 |
| PD Review Date: | January 2023 |

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, private rental, transitional housing and owners corporation 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.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison also assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both 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 LGBTI communities to join our workforce.

Vision

Communities that thrive.

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.

Organisation values

Unison is a values-based organisation and 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 standards of work in line with our Values:

- People:** We put the customer at the heart of what we do, we value each other and welcome diversity
- Respect** We are respectful of all and welcome open and honest discussion
- Positivity** We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions
- Accountability** We do what we say we will do

H4F Program

Unison, in partnership with Uniting Victoria and Tasmania and MacKillop Family Services, has recently been funded to deliver the Victorian Government's *Homes for Families (H4F)* program in Melbourne's North and Western regions. H4F will provide medium to long term housing for families who were accommodated in hotels as a response to the Coronavirus pandemic in October 2021.

The H4F Team Leader will lead a small team to:

- oversee the program across North and Western Melbourne
- secure head leased properties from the private rental market
- allocate head leased and social housing properties to families who have been allocated a H4H housing and support package
- manage these tenancies within the Residential Tenancies Act 1997 (**RTA**)
- collaborate with support partners to stabilise tenancies and secure long term housing outcomes for families
- reporting to the funding body and partners as required

Position Objectives

- To lead, co-ordinate and supervise the H4F Team (**the Team**) to deliver the H4F program to a high standard and in accordance with Department of Families, Fairness and Housing (DFFH) guidelines and Unison policies and procedures
- Work co-operatively and collaboratively as a member of the Unison team to create communities that thrive.
- Collaborate with key support partners and clients to facilitate sustainable tenancies
- Develop and sustain partnerships with relevant support services to ensure adequate support for H4F clients.

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 Private Rental Access Program (PRAP) H2H and H4F.
- Develop a team culture based on Unison's values and Unison's practice framework.
- Develop and implement effective systems for communication within the Team and with other Unison colleagues
- Ensure Team members receive effective and appropriate support, supervision and guidance.
- Together with the Manager PRAP, H2H and H4F regularly, review individual roles and workloads within the Team to ensure team resources are being used effectively, efficiently and fairly.
- Work with the Manager PRAP, H2H and H4F to ensure that the Team has capable administrative systems in place and access to resources and equipment to operate competently.
- Work with the Manager PRAP, H2H and H4F to establish and maintain a positive relationship with the Department of Health and Human Services (DHHS), including fulfilling all reporting obligations.
- Otherwise to assist Unison's homelessness teams as required

Delivery of H4F Services

- Support, lead and enable the Team to deliver high quality services within the H4F program guidelines, the Unison Practice Framework and policies and procedures.
- Together with the Manager PRAP, H2H and H4F, establish and maintain effective partnerships with real estate agents in Melbourne's north and west to ensure:
 - Tenancy and neighbourhood issues are addressed in a timely manner
 - Suitable properties are secured
- Establish and maintain an effective partnership with Uniting and MacKillop to ensure:
 - Regular communication and collaboration
 - H4F clients are supported to a level that assists them to maintain their tenancy
 - Headleased properties are secured in a timely manner
 - Vacant properties are filled in a timely manner.
 - Rental arrears are effectively managed
 - Anti social behaviour is effectively managed

Financial Management

- Work with the Manager PRAP, H2H and H4F to ensure that the Team operates within the allocated operational budget.

Policy Development, compliance and risk

- Ensure the H4F services are delivered in line with legislative and contractual obligations, including program guidelines and the Human Services Standards, as well as Unison policies and procedures.
- Ensure the Team are aware of the Unison compliance framework and foster a culture in which all staff understand their role in maintaining compliance
- Participate in the review of existing policies and the development of new Policies, Procedures and processes for the program.
- Participate in ongoing collaboration with Unison's Corporate Services with regards to Reporting, Quality and Accreditation processes.
- Actively participate in and contribute to the organisation's continuous improvement program for organisation and service development
- Monitor performance against targets and implement corrective actions as required.

Administration and Data Collection

- Develop and maintain information and tools that support the H4F program
- Assist with meeting DFFH targets for the H4F program
- Report relevant client and service delivery data as required and update and ensure H4F team maintains relevant databases and files promptly and accurately
- Develop, monitor and record progress in meeting the program aims through own work plan

Along with other Team members

- Facilitate a positive relationship with other team members, partner services and DHHS as the funding body
- Participate in Team meetings, Unison staff meetings and other forums as required
- Attend team and other relevant meetings.
- Participate in regular supervision with line manager.

Other duties as directed.

Key Selection Criteria

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| Qualifications & Experience | <ul style="list-style-type: none"> • Qualifications OR experience in the Housing or Real Estate sector • Knowledge and understanding of Residential Tenancies Act • Knowledge of mechanisms contributing to, and maintaining, disadvantage/poverty and housing insecurity and homelessness |
| Personal Qualities | <ul style="list-style-type: none"> • Ability to provide leadership and direction to others when needed and work well and effectively as a team member and independently • Ability to show initiative, be a self-starter & work autonomously • Ability to cope in a busy, dynamic service to meet the requirements of our service and departmental targets. • Approachable with a positive, cooperative and constructive attitude to work and working with others • Ability to be professional and to show empathy |
| Knowledge and skills | <ul style="list-style-type: none"> • Demonstrated skills and experience in working effectively and sensitively with a broad range of clients, including those with high support needs and challenging behaviours • Demonstrated skills and experience within collaborative teams • High level communication skills – including verbal and written communication • Well-developed computer skills – word processing, excel, databases; • A current full Victorian driver's licence |
| Occupational Health and Safety | <ul style="list-style-type: none"> • Ensure that Unison's Occupational Health and Safety Policy and Procedures are continually observed and complied with. • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Unison's OHS Frameworks. • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical. |
| Safety screening | <ul style="list-style-type: none"> • 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 10 years are required to provide the results of an international police check. |

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 such as handling files, various paperwork, 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. |

Organisational Relationships

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| Accountable to | <ul style="list-style-type: none"> Manager PRAP and H4F |
| Supervises (Day to Day Operations) | <ul style="list-style-type: none"> Private Rental Access Workers – H4F |
| Internal Liaisons | <ul style="list-style-type: none"> Management team, IAP Manager, Private Rental Access team, Place Management teams, Facilities team, other internal staff, including Corporate Services and Finance |
| External Liaisons | <ul style="list-style-type: none"> Unison tenants and clients other housing providers, real estate agencies, Local Agencies, external contractors and other relevant networks The community |