

Position Description

Position Title:	Place Manager
Team:	Housing and Homelessness
Employment Status:	Full-time, ongoing
Reporting to:	Team Leader

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 are homeless or at risk of homelessness each year.

Position overview

Unison's Housing and Homelessness Team comprises all of the departments supporting people who are homeless or at risk of homelessness into housing. This includes Initial Assessment and Planning (IAP) services, transitional housing, and affordable short, medium and long-term tenancy support. You will find Unison's Housing and Homelessness Teams staffed in all of Unison's site offices across Melbourne's suburbs, Geelong and Werribee.

Reporting to the Team Leader, the Place Manager coordinates their portfolio of renters and properties within a geographical patch, acting as the go-to link between our renters and Unison for all queries, support, general maintenance, compliance, onboarding and vacancy management.

Position responsibilities

- Establish strong relationships with renters in the relevant portfolio, establishing and sustaining a successful and positive tenancy
- Ensure that renters and prospective renters are treated with dignity and respect, in accordance with Unison Values and the Unison Practice Framework.
- Ensure that Unison properties are maintained to a high standard of cleanliness, appearance and amenity through regular inspections
- Work closely with the Property Team, including cleaning and maintenance contractors, to ensure there is two-way dialogue between a renter's home and Unison's compliance,

maintenance and turnover requirements, with as little disruption to operational efficiency and vacancy rates as possible, in line with operational KPIs

- Effectively manage rent for all properties in the portfolio, including rent calculation, rent monitoring and resolving arrears by proactively engaging with renters in a timely and supportive manner
- Liaise with external stakeholders, such as the Department of Families, Fairness and Housing (DFFH) and support services, such as cohealth as required
- With support of the Team Leader, work with renters to manage disputes, complaints, conflict or antisocial behaviour in line with Unison's policies, procedures and Unison Practice Framework
- In consultation with the Team Leader, deal with tenancy issues in accordance with the Residential Tenancy Act, Unison policy and agreements with external agencies, including representing Unison at VCAT as required
- Encourage renter consultation, engagement and participation with issues and decision-making opportunities to improve Unison's services for the better by providing frequent and accessible communication about Tenant Advisory Group meetings, surveys and events
- Maintain accurate documentation and notes regarding all renter-related administration and incidents
- Provide support and relief to other functions, including reception, administration, other Place Managers and other locations, as required
- 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

- Qualification in social work, community development, real estate or housing, or equivalent lived or work experience
- An understanding of high-quality place management practice, including an understanding of the Residential Tenancy Act or an ability to quickly learn
- Understanding and experience of the housing and homelessness service system to facilitate high quality housing outcomes for people with complex needs
- Demonstrated skills in working effectively and respectfully with a broad range of people, including people with high support needs and challenging behaviours
- Strong professional written and verbal communication skills, with an ability to influence and engage with people at different levels of an organisation
- Ability to show initiative and work autonomously, with a high level of enthusiasm, resilience and positivity

Safety and wellbeing

Staff may be required to interact with Unison's tenants 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, LGBTIQ+, 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.