

## Position Description

---

<b>Position Title:</b>	<b>Place Manager, Supportive Housing</b>
<b>Team:</b>	Housing and Homelessness
<b>Employment Status:</b>	Full-time, ongoing
<b>Reporting to:</b>	Supportive Housing Program Manager

## 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 of all 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.

This position forms part of the Supportive Housing team and will provide place management in our supportive housing properties. The Place Manager will work as part of a small team which includes our external partner who provides support services to renters.

The purpose of the position is to ensure that:

- Unison provides high quality, safe and sustainable housing
- Unison customers are supported to sustain their housing and maximise their participation in communities that thrive.

## Position responsibilities

---

- Provide place management services which comply with the Residential Tenancy Act, Unison policies and procedures and Unison's Practice Framework
- Establish strong relationships with renters in the relevant portfolio that are focussed on establishing and sustaining a successful tenancy

- Collaborate with case managers onsite and any external support agencies to deliver tailored support to renters, applying empathy, support and conflict de-escalation strategies
- Participate in onsite meetings ensuring support services and Unison are aligned in their service delivery leading to a more effective partnership in supporting renters
- Ensure that tenants and prospective tenants are treated with dignity and respect, in accordance with Unison Values and Unison Practice Framework
- Respond promptly and respectfully to requests for maintenance, liaise with Unison's internal Facilities Maintenance, and ensure that maintenance contractors are given access to properties
- Ensure the regular inspection of all individual rooms/units in Unison properties to identify hygiene and maintenance issues and initiate appropriate action
- Ensure the prompt inspection and cleaning of vacated units and liaise with other staff to ensure units are re-tenanted at the earliest possible date
- Effectively manage rent for all properties in your portfolio, including rent calculation, rent monitoring and resolving arrears by proactively engaging with tenants in a timely and supportive manner
- In consultation with the Program Manager, respond to tenancy issues in a timely manner in accordance with the RTA, Unison Policy and agreements with external agencies
- Together with the Principal Advisor, respond to VCAT matters in relation to Unison tenancies
- Work with the Program Manager in allocating people to vacancies which arise within Unison properties in line with Unison's allocations and sign up processes
- Provide renters with clear and honest information, consulting on issues that will impact upon them and give opportunities to participate in identifying and implementing solutions to housing and support issues
- Implement a range of creative and innovative strategies for engaging with renters around issues of concern within properties and involving them in the implementation of solutions e.g. regular resident meetings, Tenant Advisory Group, social connection opportunities
- Maintain accurate record keeping, reporting and renter administration and case notes in Unison's renter database
- 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
- Work within a trauma informed framework and demonstrate the ability to respond to challenging behaviours using de-escalation techniques.

- 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.