

Position Description


Position Title:	Director Housing and Homelessness
Team:	Housing and Homelessness Teams
Employment Status:	Full-time and Ongoing
Primary location	Berkeley St, but may be required to work at other Unison locations
Classification	Executive - Individual Contract

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 Director Housing and Homelessness is responsible for leading Unison's housing and homelessness services and will provide proactive leadership and drive service excellence for a team of more than 70 staff. The position is responsible for the strategic and operational management of housing and homelessness services and ensuring robust systems and practices are in place to support existing and prospective renters and people experiencing homelessness.

The Director Housing and Homelessness is a member of Unison's highly collaborative Executive Leadership Team.

Key Accountabilities

Housing Services

- Strategic and operational oversight of Housing Services
- Maintain and develop Unison's practice framework and ensure it maintains a contemporary focus
- Ensure Unison has agreements with support providers to meet the needs of renters and maximise their participation in the community
- Implement effective renter engagement strategies and ensure renters are supported and encouraged to participate in the development and operation of Unison
- Support the Tenant Advisory Group to play an effective role in assisting Unison to meet its objectives
- Ensure renter complaints and incidents are managed in a pro-active and timely manner
- Identify and drive opportunities to improve efficiency, quality, customer service and value for money

- Ensure successful achievement of all Unison performance requirements and ensure effective performance monitoring, and implementation of improvement actions where required.
- Initiate and participate in service evaluation through research partnerships

Homelessness Services

- Strategic and operational oversight of Homelessness Services
- Promote the provision of innovative service responses
- Ensure Unison has agreements with support and housing providers to meet the needs of people experiencing homelessness
- Maximise learnings from the Unison/RMIT Research Lab to inform policy development and service improvement
- Other actions as directed by the CEO

Organisational Leadership and Promotion of a Positive Culture

- Champion a culture that is respectful, non-judgemental and inclusive in line with Unison's Values and Code of Conduct
- Support pro-active collaboration between teams
- Encourage and support others to respond positively to change and the future directions of Unison
- Participate in the leadership of the organisation as a member of the Executive Team
- Participate in the implementation of the Unison Strategic Plan and Operational Plans
- Support preparation of tenders

People Management and Performance

- Develop, lead and coach a group of high potential people who are committed to and passionate about the vision, values and strategy of the organisation
- Effectively communicate and engage with the staff, leveraging their collective capability while showing decisive leadership where necessary
- Ensure each staff member has the opportunity to develop skills and capabilities that will improve his or her performance and improve the overall performance of the organisation
- Ensure staff are managed and supported in a way that is consistent with Unison policies and procedures including those relating to Work Health and Safety

Financial Resources Management

- In consultation with the Deputy CEO, prepare annual budgets and long-term expenditure plans
- 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
- 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 the organisation's policies and procedures

External Relations

- Develop and maintain effective collaborative partnerships and strategic alliances with external stakeholders including government agencies, other housing providers and organisations providing support services.
- Participate where appropriate in external conferences, workshops and other forums.

Key Selection Criteria

Qualifications and experience	<p>Essential</p> <ul style="list-style-type: none"> • Tertiary qualification(s) in Housing, Homelessness or other relevant discipline • 5+ years Senior management experience in Housing, Homelessness or related community services • Extensive experience in leading, managing and developing a team, particularly in a change context <p>Preferred</p> <ul style="list-style-type: none"> • Experience at Executive level • Experience working in housing
Personal qualities	<ul style="list-style-type: none"> • Commitment to social justice and the promotion and modeling of Unison values of Unison in all interactions with employees, tenants and clients and the broader community • Ability to work collaboratively with a wide range of stakeholders • Willingness to embrace and lead change through the demonstration of positive behaviours and leadership • Results oriented and metrics driven • Exceptional time management and ability to solve problems. • Exceptional interpersonal communication and leadership skills. • Ability to lead by example and demonstrate a strong sense of integrity, ethics and dependability • Confident to present results to an audience.
Knowledge and skills	<ul style="list-style-type: none"> • Professional written and oral communication skills and an ability to negotiate and influence a range of stakeholders • Sound decision making skills based on accurate and timely analysis • Strategic thinking, planning and creative problem-solving skill • Ability to work under pressure • Advanced computer software skills, including Excel and the ability to learn software systems relevant to the position
Workplace Health and Safety	<ul style="list-style-type: none"> • Ensure that Unison's Occupational Health and Safety Policy and Procedures and relevant legislation 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 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**
- A current valid 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

Accountable to	Chief Executive Officer
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • Managers Place Management • Manager IAP • Manager PRAP & H2H
Internal relationships	<ul style="list-style-type: none"> • Board and Executive team • Project Control Groups • Development Committee • Management group and staff
External relationships	<ul style="list-style-type: none"> • Government • Contractors • Peak Bodies

Physical Inherent Requirements

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.
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Position Description Review

Date Position Description Adopted:	January 2023
Position Description Review Date:	January 2025