

Position description	
Position Title:	Private Rental Access worker – H2H
Status:	Full time fixed term from February 2021 – July 2022
Primary Location:	Footscray/ Werribee
Date PD Adopted:	January 2021
PD Review Date:	January 2022

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 LGBTIQ+ 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

Position Objectives

Unison, in partnership with Melbourne City Mission (MCM) and cohealth, has recently been funded to deliver the Victorian Government's *From Homelessness to a Home* (H2H) program in Melbourne's North and Western regions. H2H will provide medium to long term housing for people who have a history of long term homelessness and rough sleeping and are currently accommodated in hotels as a response to the Coronavirus pandemic.

The Private Rental Access (PRA) worker will work as part of a small team to secure head leased properties from the private rental market and social housing owned or managed by Unison and to manage these tenancies within the Residential Tenancies Act 1997 (RTA).

Key Accountabilities

Procurement of properties

- Collaborate with Real Estate Agents to identify, negotiate and secure head leases in private rental properties that meet the needs of H2H clients in collaboration with MCM and Unison's Initial Assessment and Planning (IAP) service.
- Negotiate with Unison place management teams to identify and secure Unison owned or managed properties that meet the needs of H2H clients in collaboration with MCM and Unison's IAP service.
- Manage Director of Housing owned properties in line with DHHS General Lease, Unison practice framework and Unison policies and procedures

Tenancy and Property Services

- Develop and maintain strong relationships with tenants in the portfolio that are focussed on establishing and sustaining a successful tenancy.
- Work in close collaboration with MCM and cohealth to facilitate timely intervention when appropriate.
- Ensure that prospective and current tenants are treated with dignity and respect, in accordance with Unison Values and the Unison Practice Framework.
- Ensure that H2H properties are maintained to a high standard of cleanliness, appearance and amenity:
 - Respond promptly and respectfully to requests for maintenance
 - Liaise with private Real Estate Agents and Unison's Facilities team to ensure maintenance work is carried out promptly and within the timelines and other legal requirements as set out in Office of Housing policy and the Residential Tenancy Act (RTA).
 - Ensure the regular inspection of all H2H properties to identify support and maintenance issues and initiate appropriate action
 - Visit all properties on a regular basis to enable opportunities to engage with tenants, to monitor responsive maintenance work and to assess and action general maintenance needs
- Ensure the prompt inspection and cleaning of vacated units and liaise with other staff to ascertain whether the property is to be re-tenanted with a H2H tenant or the lease terminated.

- Effectively manage rent for properties in your portfolio, including rent calculation, rent monitoring and resolving arrears by proactively engaging with tenants in a timely and supportive manner.
- Resolve neighbourhood and tenant-tenant conflict and antisocial behaviour in liaison with the Team Leader.
- Respond in a timely manner to all complaints from neighbours and tenants and take action in accordance with Unison policy and the RTA.
- Understand and comply with all relevant legislation and attend and represent Unison at the Victorian Civil and Administrative Tribunal (VCAT).
- Ensure accurate preparation, execution and control of documentation associated with the management of head leased and Unison properties.
- Ensure all necessary tasks associated with property management are carried out in an efficient, expedient and professional manner in accordance with the RTA, the General Lease requirements, and Unison policies, procedures and values.
- Provide other assistance and outreach for tenants with partner agencies as required by individual clients and the program.
- Assist Unison's PRAP (Private Rental Access Program) and IAP team as required.

Administration and Data Collection

- Develop and maintain information and tools that support the efficient implementation of the H2H program
- Assist with meeting Department of Health and Human Services (DHHS) targets for the H2H program
- Collect and report relevant client and service delivery data as required and update and maintain 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
- Relieve other team members in their individual areas of responsibility, including reception when necessary
- Participate in Team meetings, Unison staff meetings and other forums as required
- Attend team and other relevant meetings.
- Participate in regular supervision with H2H Team Leader.
- Actively participate in and contribute to the organisation's continuous quality improvement program for organisation and service development, review, accreditation and planning.

Other duties as directed.

Key Selection Criteria

<p>Qualifications & Experience</p>	<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
<p>Personal Qualities</p>	<ul style="list-style-type: none"> • 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
<p>Knowledge and skills</p>	<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
<p>Occupational Health and Safety</p>	<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.
<p>Safety screening</p>	<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

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

Accountable to	<ul style="list-style-type: none"> Team Leader - PRA H2H
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> Not required
Internal Liaisons	<ul style="list-style-type: none"> Management Team, Unison IAP team, Unison Private Rental Access team, Unison Place Management Teams, Unison Facilities team other internal staff, including Corporate Services and Finance
External Liaisons	<ul style="list-style-type: none"> Unison clients and tenants, other housing providers, real estate agencies, Local Agencies, external contractors and other relevant networks The community