

Position Description	
Position Title:	Manager, Place Management - North
Status	Permanent, Full time
Classification	Contract
Primary location	Collingwood
Date PD Adopted:	October 2021
PD Review Date:	October 2024

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, 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 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

The Manager, Place Management North is responsible for the management of Unison's housing portfolio in Northern Melbourne. The property portfolio includes social housing, affordable housing, rooming houses and supportive housing.

The purpose of the position is to ensure that:

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

This role manages three direct line reports consisting of: two Team Leaders, Place Management who are responsible for delivering a range of place management services, and for ensuring Team members receive effective and appropriate support, supervision and guidance, and a Place Management Project Officer who is responsible for key Place Management projects such as income reviews, reporting obligations and facilitating policy implementation.

Key Accountabilities

Leadership and Promotion of a Positive Culture

- Champion a culture that is respectful, non-judgemental and inclusive in line with the Unison Values
- Encourage and support others to respond positively to the future directions of Unison
- Participate in the development and implementation of the Unison strategic and operational plans

People Management and Performance

- Develop, lead by example, and enable a group of high potential people who are committed and passionate about the vision, mission and values of Unison
- Effectively communicate and engage with staff, leveraging their collective capability while showing decisive leadership where necessary.
- Establish clear goals and milestones and ensure people are accountable for delivering against these
- Ensure each staff member has the opportunity to develop skills and capabilities that will improve their 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.
- Ensure that team meetings and Team Leaders meetings occur in line with Unison policies.

Contract Management and relationship building

- Manage contract arrangements as required.
- Manage reporting requirements for partnership and government contracts
- Build strong and connected engagement with contract partners to ensure success in delivering high quality and best practice outcomes

Operational Service Provision

- Oversee and be responsible for the provision of efficient and effective operations of Unison's place management services

- Ensure tenants are treated with dignity and respect in line with Unison values
- Ensure funding and service agreement requirements are met and foster collaborative partnerships with funding bodies
- Ensure rent collection and rental arrears are effectively and efficiently managed in line with Unison policy and the Residential Tenancies Act.
- Working collaboratively with the Facilities Team, ensure Unison meets its responsibilities in relation to the repairs and maintenance of properties.
- Establish and maintain productive partnerships with support services to facilitate sustainable tenancies
- Ensure Unison staff are accessible to tenants and regularly visit properties
- Ensure tenants are supported and encouraged to participate in the development and operation of Unison.
- Work with the Director Housing and Homelessness Services and the Manager, Place Management - West to implement the Unison Operational Plan

Financial and resource management

- In consultation with the Director Housing and Homelessness Services prepare annual budgets
- 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
- Monitor key performance measures and implement corrective action as required
- Use key performance measure data as a management tool to improve accountability and improve services
- Ensure key risks are identified and managed in accordance with the organisation's policies and procedures
- Other duties as requested.

Key Selection Criteria

Qualifications & Experience	<ul style="list-style-type: none"> • A relevant tertiary level qualification and/or • Demonstrated and extensive experience within the housing sector (government, non-government or private) • Experience in managing staff across multiple locations • Experience working in housing
Personal Qualities	<ul style="list-style-type: none"> • A demonstrated commitment to social justice and to the empowerment of disadvantaged members of the community • Ability to show initiative, be a self-starter and work autonomously. • A high level of energy and enthusiasm • Positive team-working approach
Knowledge and skills	<ul style="list-style-type: none"> • Understanding and experience in delivering services within the housing sector, including an understanding of public, social, affordable and private housing

	<ul style="list-style-type: none"> • Demonstrated skills and experience in the direct provision of high-quality place management services • Demonstrated skills and experience in the leadership of teams – including the direction, coordination and supervision of Team Leaders • Demonstrated skills in contract management • Demonstrated ability to achieve housing related key performance measures and targets • Demonstrated skills and experience in working effectively and sensitively with a broad range of people, including people with high support needs and challenging behaviours • A demonstrated ability to establish and maintain partnerships with key stakeholders, including Government Departments and support services • An understanding of and demonstrated application of the Victorian Residential Tenancies Act (RTA) • Demonstrated skills and experience within inter-agency partnerships • High level communication skills – including verbal and written communication • Demonstrated skills and experience in the implementation of operational policy and procedure • Good computer skills, including experience with MS Windows and MS Office • A current full Victorian driver’s licence
Workplace 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

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"> • Director Housing and Homelessness services
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> • Two Team Leaders and One Project Officer
Internal Liaisons	<ul style="list-style-type: none"> • Manager Place Management - West, Unison Management Team, Unison Place Management Teams, other internal staff, including Corporate Services
External Liaisons	<ul style="list-style-type: none"> • Government Departments, support agencies who provide support to Unison customers, other relevant local forums & networks