

## Position Description

<b>Position Title:</b>	Place Manager, Patch 4
<b>Team:</b>	Housing and Homelessness
<b>Employment Status:</b>	Ongoing, Full-time position
<b>Primary location</b>	95 Wellington Street, Collingwood

## 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 Place Manager will work as part of a small team to manage Unison's long-term housing portfolio in Melbourne's North. The property portfolio includes social housing and affordable housing. 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.

## Key Accountabilities

### Tenancy and Property Services

- Have clear knowledge of and practice within Unison's Practice Framework.
- Establish strong relationships with renters in your portfolio that are focussed on establishing and sustaining a successful tenancy.
- Work in close collaboration with support agencies to facilitate timely intervention when appropriate.
- Ensure that renters and prospective renters are treated with dignity and respect, in accordance with Unison Values and Unison Practice Framework.
- Ensure that Unison properties are maintained to a high standard of cleanliness, appearance and amenity:
- Respond promptly and respectfully to requests for maintenance from Unison renters.
- Ensure that maintenance contractors are given access to properties according to Unison access policy and procedures.

- Liaise with Unison's internal Facilities Maintenance team to ensure maintenance work is carried out promptly and within the timelines and other legal requirements as set out in the Residential Tenancy Act (RTA).
- Ensure the regular inspection of all individual rooms/units in Unison properties to identify hygiene and maintenance issues and initiate appropriate action.
- Visit all properties on a regular basis to enable opportunities to engage with Renters, 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 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 renters in a timely and supportive manner.
- Ensure vacancy rates are within Unison targets and communicate issues to the Team Leader
- Resolve renter-renter conflict and antisocial behaviour in liaison with the Team Leader
  - Respond in a timely manner to all complaints from renters and take action in accordance with Unison policy.
  - Ensure that residents are aware of Unison policy in relation to renter-renter conflict
- In consultation with the Team Leader, deal with tenancy issues in accordance with the RTA, Unison Policy and agreements with external agencies.
- Represent Unison at VCAT in relation to Unison tenancies.

### **Vacant Property Management**

- Work with the Team Leader in allocating people to vacancies which arise within Unison properties:
  - Determine a suitable candidate for each property that becomes available for re-letting following Unison processes.
  - Contact candidates &/or support agencies to arrange inspection times.
  - Monitor collection & return of keys/fobs.
  - Welcome and induct all new renters to Unison, including lease sign ups, Centrepay forms, orientation to the building and the community.
  - Respond to requests for transfers.

### **Renter Consultation and Participation**

- 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.
- Explain the Tenant Advisory Group and actively encourage Unison renters to become members of Unison and participate within Unison decision making.
- Look for opportunities to engage renters in participation activities such as establishing and maintaining gardening agreements with interested renters, and working in collaboration with partner services to conduct on site activities.

## Along with other Team Members

- Attend potentially difficult situations within Unison properties
  - Assist in the administration of Renter and office filing systems, including recording of accurate case notes in data base Green Tree.
  - Complete reporting within the Unison reporting framework.
  - Relieve reception desk staff as requested.
  - Relieve other team members in their individual areas of responsibility when necessary
  - Participate in Team meetings, Unison staff meetings and other forums as required
- Other duties as directed.

## Personal Accountability

- Champion a culture that is respectful, non-judgemental and inclusive in line with Unison’s Values, Code of Conduct, Policies and Procedures.
- Actively participate in activities and initiatives to promote and sustain a positive and collaborative workplace with colleagues and stakeholders.
- Participate in team meetings, Unison staff meetings and other meetings and forums as required.
- Participate in regular performance review and planning.
- Ensure regular reports relevant to the position are accurate and provided within specified formats and timelines.
- Comply with all legislation, regulations, standards and Unison policies and procedures relevant to the position.
- Other duties as directed by Unison.

## Key Selection Criteria

<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• Qualifications in Social Work, Community Development, Social Sciences OR experience in the Housing or Real Estate sector.</li> <li>• Experience operating within the Residential Tenancies Act and experience at VCAT.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Ability to show initiative, be a self-starter &amp; work autonomously.</li> <li>• Approachable with a positive, cooperative and constructive attitude to work and working with others.</li> <li>• Ability to be professional and to show empathy.</li> </ul>
<b>Knowledge and skills</b>	<ul style="list-style-type: none"> <li>• Demonstrated skills and experience in working effectively and sensitively with a broad range of clients, including those with high support needs and challenging behaviours.</li> <li>• Demonstrated skills and experience within collaborative teams.</li> <li>• Knowledge of mechanisms contributing to, and maintaining, disadvantage/poverty and housing insecurity and homelessness</li> <li>• High level communication skills – including verbal and written communication.</li> <li>• Well-developed computer skills – word processing, excel, data-bases.</li> </ul>

	A current full Victorian driver's licence.
<b>Workplace Health and Safety</b>	<ul style="list-style-type: none"> <li>• Comply with Unison's OHS policy and procedures and applicable legislation and promote a positive safety culture.</li> <li>• All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work.</li> <li>• 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.</li> <li>• Actively participate in hazard identification and elimination where practical.</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• A current valid and full Victorian Driver's Licence is essential</li> <li>• This role is subject to a satisfactory National Police History check and Working with Children Check.</li> <li>• Applicants who have lived overseas for 12 months or longer during the past ten years must provide the results of an International Police Check.</li> <li>• All employees are required to provide evidence of 2 COVID-19 vaccinations.</li> </ul>

## Organisational Relationships

<b>Accountable to</b>	<ul style="list-style-type: none"> <li>• Team Leader- Place Management.</li> </ul>
<b>Supervises (Day to Day Operations)</b>	<ul style="list-style-type: none"> <li>• Not required.</li> </ul>
<b>Internal relationships</b>	<ul style="list-style-type: none"> <li>• Management Team, Unison Place Management Teams, Unison Assets team other internal staff, including Corporate Services.</li> </ul>
<b>External relationships</b>	<ul style="list-style-type: none"> <li>• Unison renters, other housing providers, Local Agencies, external contractors and other relevant networks.</li> </ul>

## Physical Inherent Requirements

<b>Office duties</b>	<ul style="list-style-type: none"> <li>• Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks.</li> <li>• General office-based work includes handling files and various paperwork and attending to phone calls and stakeholder enquiries.</li> </ul>
<b>Driving</b>	<ul style="list-style-type: none"> <li>• Required to drive Unison owned vehicles.</li> </ul>
<b>Work environment</b>	<ul style="list-style-type: none"> <li>• May be required to work from different sites, including offsite facilities.</li> <li>• Exposure to varied weather conditions.</li> </ul>
<b>Lifting and carrying</b>	<ul style="list-style-type: none"> <li>• Infrequent lifting and carrying of items up to 5kgs.</li> </ul>

<b>Bending and reaching</b>	<ul style="list-style-type: none"><li>• Required to occasionally bend and reach.</li></ul>
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## **Position Description Review**

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<b>Date Position Description Adopted:</b>	February 2021
<b>Position Description Review Date:</b>	February 2024