

Position Description	
Position Title:	Place Manager
Status	Full time, Ongoing
Classification	Level 4 of the Unison EA 2021
Primary location	Heidelberg/ Broadmeadows
Date PD Adopted:	2021
PD Review Date:	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 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

The Place Manager will work as part of a small team to manage Unison's long-term housing portfolio in the 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

- 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 the 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
 - Liaise with Unison's internal 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 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

- Participate in continuous quality improvement activities
- Attend potentially difficult situations within Unison properties
- Assist in the administration of renter and office filing systems, including accurate data entry.
- 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.

Key Selection Criteria

Qualifications & Experience (Relevant to the role)	<ul style="list-style-type: none"> • Qualifications in Social Work, Community Development, Social Sciences 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
Personal Qualities	<ul style="list-style-type: none"> • Ability to show initiative, be a self-starter & work autonomously • Approachable with a positive, cooperative and constructive attitude to work and working with others • Ability to be professional and to show empathy
Knowledge and skills	<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
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"> Team Leader - Place Management
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> Not required
Internal Liaisons	<ul style="list-style-type: none"> Management Team, Unison Place Management Teams, Unison Assets team other internal staff, including Corporate Services
External Liaisons	<ul style="list-style-type: none"> Unison Renters, other housing providers, Local Agencies, external contractors and other relevant networks