

Position Description

Position Title:	Senior Advisor Complaints, Incidents and Policy
Team:	Corporate Services
Employment Status:	Full-time or Part-time (4 days a week) Ongoing
Primary location	117 Berkeley St, Melbourne

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 and 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 a diverse workforce. Unison encourages individuals of diverse backgrounds, including 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 Senior Advisor Complaints, Incidents and Policy is responsible for managing Unison's complaints and incidents systems and organisational policies and procedures.

The position is part of a small Compliance, Risk and Quality Team and will work closely with staff across the organisation to ensure complaints and incidents are managed in an efficient and timely manner and opportunities for continuous improvement are identified and actioned. The position is also responsible for ensuring a system is in place to develop, manage and review policies and procedures that are responsive to the individuals and communities Unison supports and meet compliance obligations.

Key Accountabilities

Complaint and Incident Management

- Ensure all complaints and incidents are responded to in an efficient and timely manner and that complainants receive a response within specified timelines
- Ensure the complaint and incident management systems are well understood by Unison employees, providing training, coaching and specialist advice as required
- Work collaboratively with other employees of Unison to provide a comprehensive response to complaints and incidents
- Support a genuinely consumer centric culture through the collection and analysis of complaint and incident data to identify and inform opportunities for continuous improvement
- Ensure the complaint and incident registers are current, comprehensive and well maintained
- Provide accurate and regular reports on complaints and incidents

Policies and Procedures

- Manage the process for developing policies and procedures across the organisation
- Ensure policies and procedures reflect legislative, regulatory and contractual compliance obligations
- Establish and sustain productive relationships with key internal and external stakeholders to inform policy and procedure development.
- Ensure organisational policies and procedures are well understood by Unison employees, providing training, coaching and specialist advice as required
- Manage the process for policy and procedure review

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

<p>Qualifications and experience</p>	<ul style="list-style-type: none"> • Experience in managing complaints and/or incidents (Essential) • Experience in policy development, review and management (Desirable) • Tertiary qualifications in a relevant discipline (Desirable) • Experience working in the not-for-profit sector and/or government (Desirable)
<p>Personal qualities</p>	<ul style="list-style-type: none"> • Commitment to social justice and desire to promote and model the values of Unison in all interactions with employees, tenants and clients and the broader community. • Demonstrated ability to work independently and take initiative to identify innovations and improvements • Strong attention to detail • Self-starter and quick learner with a continuous improvement mindset • Ability to manage conflicting priorities and deal appropriately with confidential information • Excellent verbal and written communication and interpersonal skills, with a solution orientated approach

Knowledge and skills	<ul style="list-style-type: none"> • Demonstrated success in implementing complaint and incident management processes • Ability to successfully engage with a broad range of people, including complainants and people impacted by incidents • Strong problem solving skills • Excellent conceptual and analytic abilities and demonstrated ability to make complex information accessible to a range of stakeholders • Demonstrated ability to interpret and apply operational requirements and legislative, regulatory and contractual obligations to policies and procedures • Proficiency in contemporary corporate and information technology programs and applications including Microsoft Office suite and the ability to quickly learn new systems
Workplace Health and Safety	<ul style="list-style-type: none"> • Comply with Unison’s OHS policy and procedures and applicable legislation and promote a positive safety culture. • All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work. • 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	<ul style="list-style-type: none"> • A current valid Driver’s Licence is preferred • 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	Manager Compliance, Risk and Quality
Supervises (Day to Day Operations)	No direct reports
Internal relationships	<ul style="list-style-type: none"> • Corporate Services Team • Executive Team • Managers and Team Leaders • Other employees
External relationships	<ul style="list-style-type: none"> • Unison Tenants • Tenant advocates • Neighbours of Unison properties • Government and Funders • Peak bodies and other relevant networks

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.

Position Description Review

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