

Position Description	
Position Title:	Team Leader, Place Management – Patch 5
Status	Fixed Term (12 months), Full-time
Classification	Level 6
Primary location	117 Berkeley Street, Melbourne 3000
Date PD Adopted:	June 2022
PD Review Date:	June 2025

## 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

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- To lead, co-ordinate and supervise the Patch - 5 Place Management Team (referred to as the Team) to deliver a defined range of place management services to a high standard and in accordance with Unison policies and practices
- Deliver and influence best practice and positive client outcomes across a range of housing services, including public, private, social and affordable.
- Work co-operatively and collaboratively as a member of the Unison team to create communities that thrive.
- Collaborate with relevant partners and renters to facilitate a sense of community and promote social and economic participation.
- Develop and sustain partnerships with relevant support services to ensure adequate support for renters with complex needs.

## Key Accountabilities

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### Leadership and coordination of the Team

- Provide effective day to day co-ordination of the Team's service delivery activities under the direction of the Manager Place Management North
- Develop a team culture based on Unison's values of People, Positivity, Respect and Accountability and Unison's practice framework.
- Ensure that the Team always operates within the terms of the Residential Tenancies Act, Privacy Act and within Unison Operational Policy.
- Develop and implement effective systems for communication within the Team, senior managers and other Unison colleagues
- Ensure Team members receive effective and appropriate support, supervision and guidance.
- Together with the Manager, Place Management North regularly review individual roles and workloads within the Team to ensure team resources are being used effectively, efficiently and fairly.
- Work with the Manager, Place Management North to ensure that the Team has capable administrative systems in place and access to resources and equipment to operate competently.
- Participate in the Team Leader on call roster as required.

### Delivery of Place Management Services

Support, lead and enable the Team to deliver high quality services within the Unison Practice Framework and carry-out the following tenancy and property management tasks:

- Allocate vacant properties in line with Unison policies and procedures.
- Ensure rental arrears are within Unison key performing targets and communicate with customers to resolve rent arrears issues
- Ensure vacancy rates are kept within target
- Ensure that properties are regularly inspected
- Resolve client conflict and anti-social behaviour
- Take action under the Residential Tenancies Act 1997 (RTA) to deal with tenancy issues in accordance with the RTA and relevant Unison policy.
- Represent Unison at the Victorian Civil and Administrative Tribunal (VCAT)
- Support tenancy and property activities
- Collaborate with support services

#### **Tenant Consultation and Participation**

- To assist in developing a culture within the Team where customers are provided with clear and honest information, consulted on issues of impact and given opportunities to participate in identifying and implementing solutions to housing and support issues.
- To implement a range of creative and innovative strategies for engaging with customers around issues within properties and involving them in the implementation of solutions e.g. regular resident meetings
- Actively encourage Unison customers to become active Unison Tenant Advisory Group members and participate in Unison decision making processes.

#### **Financial Management**

- Work with the Manager, Place Management North to ensure that the Team operates within the allocated operational budget.

#### **Strategic and Operational Planning**

- Participate in the development of the Unison Strategic and Operational Plans and ensure that all delegated Operational Plan tasks are completed satisfactorily.

#### **Policy Development, compliance and risk**

- Ensure Team members are aware and understand Unison Operational Policy and how Operational policies are implemented
- Participate in the review of existing policy and the development of new Operational Policies.
- Participate in ongoing collaboration with Unison's Corporate Services Division with regards to Reporting, Quality and Accreditation processes.

Other duties as directed.

## Key Selection Criteria

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Qualifications & Experience	<ul style="list-style-type: none"> <li>• A relevant tertiary level qualification or significant experience in a similar role</li> <li>• Demonstrated skills and experience in the direct provision of housing services (government, community or private)</li> <li>• Demonstrated skills and experience in supervising, supporting and developing a small team.</li> <li>• An understanding of and demonstrated experience in application of the Victorian Residential Tenancies Act.</li> <li>• Experience working effectively and sensitively with a broad range of clients, including people with high support needs and challenging behaviours</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• A demonstrated commitment to social justice and to the empowerment of disadvantaged members of the community</li> <li>• Ability to show initiative, be a self-starter and work autonomously.</li> <li>• A high level of energy and enthusiasm</li> <li>• Positive team-working approach</li> </ul>
Knowledge and skills	<ul style="list-style-type: none"> <li>• Demonstrated ability to work effectively without direct supervision, to take the initiative and to manage a challenging array of tasks and priorities.</li> <li>• Demonstrated ability to achieve key performance measures and targets</li> <li>• Demonstrated skills and experience within inter-agency partnerships</li> <li>• High level communication skills – including verbal and written communication</li> <li>• Demonstrated skills and experience in the implementation of operational policy</li> <li>• Good computer skills, including experience with MS Windows and MS Office</li> <li>• A current full Victorian driver's licence</li> </ul>
Workplace Health and Safety	<ul style="list-style-type: none"> <li>• Ensure that Unison's Occupational Health and Safety Policy and Procedures are continually observed and complied with.</li> <li>• 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.</li> <li>• 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.</li> <li>• Actively participate in hazard elimination where practical.</li> </ul>
Safety screening	<ul style="list-style-type: none"> <li>• This role is subject to a satisfactory National Police History check, Working with Children Check and confirmed Covid-19 vaccination.</li> <li>• 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.</li> </ul>

## Physical Inherent Requirements

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Office Duties	<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 such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.</li> </ul>
Driving	<ul style="list-style-type: none"> <li>• Required to drive Unison owned vehicles.</li> </ul>
Work Environment	<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>
Lifting and Carrying	<ul style="list-style-type: none"> <li>• Infrequent lifting and carrying of items up to 5kgs.</li> </ul>
Bending and Reaching	<ul style="list-style-type: none"> <li>• Required to occasionally bend and reach.</li> </ul>

## Organisational Relationships

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Accountable to	<ul style="list-style-type: none"> <li>• Manager, Place Management North</li> </ul>
Supervises (Day to Day Operations)	<ul style="list-style-type: none"> <li>• Place Managers, Housing Support Worker</li> </ul>
Internal Liaisons	<ul style="list-style-type: none"> <li>• Place Management Team, Unison Management Team, Unison Place Management Teams, Unison Assets team, other internal staff, including Corporate Services</li> </ul>
External Liaisons	<ul style="list-style-type: none"> <li>• Support agencies, Government departments.</li> </ul>