

Position Description

Position Title:	Place Manager Support Officer
Team:	Housing and Homelessness
Employment Status:	Full-time, ongoing
Reporting to:	Manager, Place Management

About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion for over 3,500 people who are homeless or at risk of homelessness each year. 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're also committed to building a thriving community internally for the people that work with us. We're proud to offer contemporary people programs and benefits in line with our values and are certified as a Great Place to Work.

Position overview

Unison's Housing and Homelessness Team comprises all the departments supporting people who need housing as well as helping people who are homeless or at risk of homelessness. The team helps people re-establish and maintain secure tenancy in the private rental market. The team also provides tenancy management (place management) for transitional housing, supportive and long-term social housing. You'll find Unison's Housing and Homelessness Teams staffed in all of Unison's site offices across Melbourne's suburbs, Geelong and Werribee.

Reporting to the Manager, Place Management, the Place Manager Support Officer acts as the first point of contact for Unison's office. The role is responsible for delivering professional, warm and timely service and ensuring that customers receive the assistance they need and the administrative tasks are completed efficiently to support the functioning of a busy office. The role will work closely with both the Place Management tenancy and allocations teams.

Position responsibilities

- Be the first point of contact for the Unison office, and embody our values of People, Respect, Positivity and Accountability
- Provide a comprehensive range of efficient and effective administration tasks to support the functioning of the Barkly Street Office
- Through a range of administrative tasks and client interaction duties, support the Place Management and Allocations Teams to ensure properties are allocated quickly and renters are sustaining their tenancy

- Oversee the fleet management of vehicles for the office
- Facilitate communication with renters or other stakeholders across Unison to achieve a positive resolution on first contact
- Ensure the effective coordination of third-party contractors or visitors to the office including distributing keys and fobs that maintains the safety and security of Unison properties and assets
- Support the allocation of Unison properties in conjunction with the Allocations team
- Promote and model Unison's values and Code of Conduct in all interactions with colleagues, renters, clients, and the broader community
- Be flexible and undertake any other duties as reasonably directed

Key selection criteria

- Experience in a customer facing role
- Demonstrated experience communicating with and supporting people who may display complex or challenging behaviours, including the ability to de-escalate heightened behaviours
- Strong professional written and verbal communication skills to engage with people of diverse background via multiple channels of communication
- Highly organised and efficient with an ability to prioritise competing queries
- Ability to show initiative and work autonomously, with a high level of enthusiasm and positivity and strong attention to detail
- Ability to work across teams and collaborate positively with others
- High level of computer literacy, including MS Office suite
- Experience in housing or similar social services is desirable

Safety and wellbeing

Staff may be required to interact with Unison's tenants and members of the public across Unison's locations in emotionally heightened situations, and therefore need to represent Unison professionally and calmly, and apply safe work practices outlined in Unison's safety and wellbeing policies and procedures.

Smoking, vaping, e-cigarettes, alcohol, or illicit drugs are not permitted to be consumed on any of Unison's premises by staff.

Employment conditions

All staff must be able to perform their duties in varying conditions and locations across Unison's sites.

Unison is committed to protecting children and vulnerable people who have contact with our service. It is an inherent requirement of employment for all staff to have a current Working with Children Check and relevant, clear Police Check.

Equal employment opportunity

Unison is committed to creating a safe, inclusive, and supportive workplace that reflects the community we serve. People who may be Aboriginal and/or Torres Strait Islander, are culturally, linguistically, LGBTIQ+, age, gender, or ability diverse, or have a disability, are encouraged to apply for positions at Unison as part of our Reconciliation Action Plan and Diversity and Inclusion Strategy.