

## Position Description

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<b>Position Title:</b>	<b>Supportive Housing Program Manager</b>
<b>Team:</b>	Housing and Homelessness
<b>Employment Status:</b>	Full-time, Fixed Term
<b>Reporting to:</b>	Senior Manager Supportive Housing

## About Unison

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Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We improve housing outcomes by leveraging our culture, partnerships, experience and our approach to innovation to create secure, sustainable homes and facilitate support and choice for people to positively engage in their community.

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.

## Position overview

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Unison’s Housing and Homelessness Team comprises all of the departments supporting people who are homeless or at risk of homelessness into housing. This includes Initial Assessment and Planning (IAP) services, transitional and supported housing, and affordable short, medium and long-term tenancy support. You will find Unison’s Housing and Homelessness Teams staffed in all of Unison’s site offices across Melbourne’s suburbs, Geelong and Werribee.

Unison is dedicated to ending homelessness for individuals with complex needs through the application of Housing First principles, collaboration with health and support partners and delivering trauma informed practice.

Reporting to the Senior Manager Supportive Housing, the Supportive Housing Program Manager is accountable for the implementation and day-to-day operational service delivery of Unison’s supportive housing program. This includes overseeing and monitoring the delivery of the support services onsite as outlined in the subcontract arrangements with cohealth. This role also manages Place Managers responsible for delivering the relevant building’s tenancy services.

## Position responsibilities

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- Coordinate the day-to-day operational requirements of the site, including tenancy management, resourcing and incident response under the direction of the Senior Manager Supportive Housing

- In conjunction with the Senior Manager Supportive Housing ensure that the supportive housing model is being delivered as intended. This includes overseeing and monitoring the delivery of the support services onsite as outlined in the subcontract arrangements with cohealth and other partnership arrangements
- Develop and maintain a positive and close working partnership with Unison's support partners based onsite to ensure both proactive and responsive support to renters with complex needs
- Work closely with Unison's Housing First Practice Lead to ensure that a Housing First approach is reflected in the supportive housing model
- Provide supervision of Place Managers within the team to sustain supportive and transparent renter relationships through tenancy management in line with relevant legislation, Unison's policies and the Practice Framework
- Support reflective supervision sessions to staff, helping them process their work with clients, reduce burnout, and maintain empathy in challenging situations.
- Ensure renter complaints and incidents are received and responded to in a pro-active and timely manner
- Oversee the onsite delivery of security service contract
- Monitor the day-to-day condition of the property, promptly report any maintenance issues; and by working through tenancy and supports onsite ensuring renter education is happening to reduce the risk of future damage to the condition of the building
- Work closely with Unison's Property team to facilitate the delivery of planned and responsive works, ensuring a point of contact is available on site and access is provided.
- 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
- Provide training, development, coaching and onboarding to team members as needed
- Provide regular updates and reports to the Senior Manager Supportive Housing on operational performance, key issues and renter feedback
- Conduct training, onboarding and professional development sessions to empower team members, foster growth and enhance service delivery
- Work with the Senior Manager Supportive Housing to ensure that the team operates within the allocated operational budget and achieves the funding performance measures
- 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**

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- Relevant tertiary qualification and/ or significant experience in the homelessness, AOD or mental health sectors
- Demonstrated leadership experience in a homelessness residential setting or equivalent
- Leadership experience in delivering programs of work with multiple partners
- An understanding of high-quality place management practice, including an understanding of the *Residential Tenancy Act 1997* or an ability to quickly learn

- Demonstrated skills and experience in quality assurance and monitoring of service delivery operations to ensure that practice is consistent and compliant
- Understanding and experience of the housing and homelessness service system to facilitate high quality housing outcomes for people with complex needs
- Demonstrated skills in working effectively and respectfully with a broad range of people, including people with high support needs and challenging behaviours
- Strong professional written and verbal communication skills, with an ability to influence and engage with stakeholders and people at different levels of an organisation
- Sound critical thinking and problem-solving skills, with an ability to remain calm and pragmatic in heightened situations
- Experience leading and coaching a small operational team
- Ability to show initiative and work autonomously, with a high level of enthusiasm, resilience and positivity

## **Safety and wellbeing**

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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**

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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's an inherent requirement of employment for all staff to have a current Working With Children Check and relevant, clear Police Check.

## **Equal employment opportunity**

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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.