

Position Description

Position Title:	Team Leader - Kensington Place Management and Community Building, 2 Year Fixed Term
Team:	Housing and Homelessness
Reporting to:	Manager, Place Management West

About Unison

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 using 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 need social or affordable housing as well as helping people who are homeless or at risk of homelessness each year.

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. We also help 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. In addition, we manage some public housing on behalf of DFFH. You will 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, West the Team Leader - **Kensington Place Management and Community Building** will lead, coordinate and supervise the team who deliver place management and community building services in relation to public housing tenants on the Kensington Estate.

An important aspect of the work is to create or improve connections among the renters and a sense of belonging to their community. This will involve organising events, community consultation, community development and overseeing community building initiatives.

Position responsibilities

- Support the Manager, Place Management West to embed a positive and high performing culture and performance through effective management and leadership processes for our Place Management Team based on Unison's values of People, Positivity, Respect and Accountability as well as Unison's practice framework
- Provide effective leadership and coordination of the Place Management team to ensure Key Performance Measures are met through effective monitoring and management.

- Ensure Unison meets compliance and legislative requirements by managing the accurate recording of relevant data, preparing reports and data for registration, compliance, accreditation, and funding requirements with DFFH and other Unison Teams.
- Through your financial management you have ensured that budgets are operating within allocated funding (operational or grants).
- Drive consistent high-quality services from the Place Management Team that actively engages renters through community development programs and promote social and economic participation that reduces renter conflict and anti-social behaviour.
- Plan and deliver the community building activities to ensure renters can create or improve connections and have a sense of belonging to their community. This will involve organizing events, applying for community grants, community consultation, community development and overseeing community building initiatives.
- Support the delivery of large-scale community events such as the Kensington Community Festival.
- Ensure community grants have been applied for and are delivered to the quality required and within budget.
- Demonstrate proactive stakeholder management that positively strengthens Unisons brand and value proposition.
- Foster a positive operational relationship with DFFH (funding provider) and other stakeholder partners (internal and external).
- Renter's maintenance requests and modifications are facilitated in a timely and professional manner via the DFFH's Help Desk.
- Through close coordination with Unison's property team ensure the delivery of maintenance activities in the common areas as well as act as the key contact person for coordinating the security services contract on site.
- Other duties as directed by Unison.

Key selection criteria

- Qualification in housing, real estate, community building, or equivalent work experience
- Leadership experience in housing or related community services
- Experience in managing key stakeholder relationships
- Demonstrated technical knowledge of the Residential Tenancies Act, Victorian Civil and Administrative Tribunal processes and procedures and social housing policy and frameworks.
- Demonstrated community building skills that drive positive engagement, in an effective and respectful way to a broad range of people, including people with high support needs and challenging behaviour.
- Strong professional written and verbal communication skills, with an ability to influence and engage with people at various levels.
- Ability to show initiative and work autonomously, with a high level of enthusiasm, resilience, and positivity.

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'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

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.