

## Position Description

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<b>Position Title:</b>	<b>Team Leader Place Management</b>
<b>Team:</b>	Housing and Homelessness
<b>Employment Status:</b>	Full-time, ongoing
<b>Reporting to:</b>	Manager Place Management

## 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 of all the departments supporting people who are homeless or at risk of homelessness into housing. This includes Initial Assessment and Planning (IAP) services, transitional 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, Werribee and Gippsland.

Reporting to the Manager Place Management, the Team Leader Place Management's role is to lead, co-ordinate and supervise the 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.

## Position responsibilities

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- 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.

- Provide effective day to day co-ordination of the Team's service delivery activities under the direction of the Manager Place Management.
- 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, 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 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.
- 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.
- Work with the Manager Place Management to ensure that the Team operates within the allocated operational budget.
- Participate in the development of the Unison Strategic and Operational Plans and ensure that all delegated Operational Plan tasks are completed satisfactorily.
- 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.
- 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
- Act 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

## **Key selection criteria**

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- Qualification in social work, community development, real estate or housing, or equivalent lived or work experience
- An understanding of high-quality place management practice, including an understanding of the Residential Tenancy Act or an ability to quickly learn
- 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 people at different levels of an organisation
- 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.