

Position Description

Position Title:	Supportive Housing Site Manager
Team:	Housing and Homelessness
Employment Status:	Fixed term 12 months
Reporting to:	Senior Manager Supportive Housing

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 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 Site Manager is accountable for the implementation and day-to-day operational service delivery of Unison's supportive housing program together with managing relevant stakeholders. This includes overseeing and monitoring the delivery of the support services onsite as outlined in the subcontract arrangements with cohealth as well as the security service delivery onsite. This role also manages Place Managers responsible for delivering the relevant building's tenancy services.

Position responsibilities

- 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, and Unison's budget, reporting and performance measures.

- Develop and maintain a positive and close working partnership with Unison's support partners and security staff who are based onsite to ensure both proactive and responsive support to renters with complex needs, including acting as an escalation point on call as needed
- Under guidance of the Senior Manager Supportive Housing, work with a range of stakeholders such as neighbouring residents, the police, local council etc. to respond to concerns, queries and develop Unison's strategic partnership approach
- Together with the Senior Manager Supportive Housing, explore new opportunities for external partnerships with Aboriginal Community Controlled Organisations (ACCOs) and other community organisations
- Conduct training, onboarding and professional development sessions to empower team members, foster growth and enhance service delivery
- Lead the Place Manager(s) for the site to sustain supportive, empathetic and transparent practice in renter relationships through tenancy management in line with relevant legislation, Unison's policies and the Practice Framework
- Ensure renter complaints and incidents are received and responded to in a pro-active and timely manner
- Monitor the day-to-day condition of the property, working closely with Unison's Property Team and tenancy supports to report and facilitate planned and responsive works, report any maintenance issues and assist with renter education to help reduce risk
- 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
- Participate in the Team Leader on call roster or supportive housing site specific on call roster as required
- 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

- High-quality place management experience with understanding of the *Residential Tenancy Act 1997*
- Leadership experience in a homelessness residential setting or equivalent
- Proven ability to work with multiple partners and stakeholders
- Experience leading and coaching operational teams
- Relevant tertiary qualification and/or experience in homelessness, AOD or mental health
- Experience in quality assurance and monitoring service delivery for compliance
- Knowledge of the housing and homelessness system to support 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
- 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.