

Position Description

Position Title:	Place Manager, Supportive Housing
Team:	Homelessness and Supports
Employment Status:	Full-time, ongoing
Reporting to:	Supportive Housing Site Manager

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 who 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 Homelessness and Supports 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, Private Rental Assistance (PRAP) services and supportive housing. The teams are based in Melbourne CBD, Seddon 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 the delivery of trauma informed practice.

Reporting to the Supportive Housing Site Manager, the Place Manager is responsible for delivering day-to-day tenancy (place management) services within a supportive housing site. The role supports the implementation of Unison's supportive housing model through coordinated tenancy management, strong partnerships with onsite support partners and security staff, and trauma informed, renter-centred practice for people with complex needs.

Position responsibilities

- Deliver the day-to-day tenancy requirements for the supportive housing site under the direction of the Supportive Housing Site Manager.
- Contribute to the implementation of the supportive housing model as intended, including coordinated tenancy responses, incident management, renter engagement and operational site processes.
- Work independently, under the guidance of the Site Manager, to undertake a range of tenancy management activities, including:
 - Facilitating maintenance requests, liaising with Unison's Property Team, and ensuring maintenance contractors are given access to properties.

- Monitoring the day-to-day condition of the property, including regular inspections of individual rooms/units to identify hygiene, safety and maintenance issues, and initiating appropriate action.
- Ensuring the prompt inspection and cleaning of vacated units, and liaising with other staff to ensure properties are re-tenanted as quickly as possible.
- Effectively managing rent for all properties in the portfolio, including rent calculation, rent monitoring and the resolution of arrears through timely and supportive engagement with renters.
- Preparing for and attending VCAT matters in relation to Unison tenancies.
- Working with the Supportive Housing Site Manager to allocate people to vacancies that arise within Unison properties.
- Implementing creative and practical strategies to engage renters around issues of concern within properties and involving them in the implementation of solutions, such as resident meetings.
- Ensuring renter complaints, requests and incidents are received, recorded and responded to in a proactive and timely manner, with appropriate escalation where required.
- Providing support and relief for reception duties, administration, other Place Managers and other locations, as required, recognising that reception is a key point of contact for renters.
- Develop and maintain positive and effective working partnerships with onsite support partners and security staff to ensure both proactive and responsive support to renters with complex needs, escalating matters to the Supportive Housing Site Manager as required.
- Ensure the consistent and accurate application of Unison policies and procedures and other relevant legislation, including MARAM.
- Maintain accurate records, reporting, renter administration and case notes in Unison's renter database.
- 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

- Demonstrated high-quality tenancy and place management experience, including a strong working knowledge of the Residential Tenancies Act 1997.
- Demonstrated experience preparing for and attending VCAT matters in a tenancy context.
- Demonstrated ability to work effectively and respectfully with a broad range of people, including people with high support needs and behaviours of concern.
- Ability to apply trauma informed practice and use de-escalation strategies in response to challenging or heightened situations.
- Sound critical thinking and problem-solving skills, with the ability to remain calm and pragmatic in heightened situations.
- Demonstrated ability to show initiative and work autonomously, with a high level of resilience, professionalism and positivity.
- Demonstrated ability to work effectively as part of a team, including with the various partners working onsite.

Safety and wellbeing

Staff may be required to interact with Unison’s renters, children 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.