

Position Description

Position Title:	Team Leader Place Management
Team:	Housing and Homelessness
Reporting to:	Operations Manager (North)

About Unison

Unison is a for-purpose organisation that works to reduce disadvantage and social exclusion for over 3,500 people who need social or affordable housing, or who are homeless or at risk of homelessness each year. We believe that housing is the foundation on which to build a life of value but that a good life takes more than just housing - it 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 we're certified as a Great Place to Work.

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 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 an Operations Manager, the Team Leader's role is to support their team on the ground to deliver a high-quality, supportive place management service to Unison's renters.

Position responsibilities

- Deliver and influence best practice and positive client outcomes under Unison's Practice Framework and across a range of housing services, including public, private, social and affordable
- Provide supportive and positive leadership to a team of Place Managers through clear communication, workflow direction, team performance actions, supervision and guidance as needed, to ensure the team is meeting operational KPIs and KPMs
- Develop individual team members through coaching, feedback, exposure, training, onboarding and encouraging a growth mindset
- Work collaboratively with Team Leader peers across Unison to share knowledge, common goals and supportive resourcing

- Assist in developing a culture within the team where renters and stakeholders are provided with timely, clear and honest information, consulted on issues of impact and given opportunities to participate in identifying and implementing solutions to housing and support issues e.g. regular resident meetings
- Sustain close working partnerships with relevant support services to ensure support for renters with complex needs
- Provide subject matter expertise to the team, ensuring they always operate within the terms of the Residential Tenancies Act, Privacy Act and within Unison operational policies and procedures
- Work together with other Unison departments, such as Quality and Compliance, People Team and Finance Teams for regular performance reporting, quality, accreditation, policy and process review processes
- Work with the Principal Advisor to represent Unison at the Victorian Civil and Administrative Tribunal (VCAT)
- Participate in the Team Leader on call roster as required

Key selection criteria

- Qualification in social work, community development, real estate or housing, or equivalent lived or work experience
- Expert understanding of high-quality place management practice, including an understanding of the Residential Tenancy Act
- 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

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.