

Position Description

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| Title of Current Position: | Senior Housing Manager |
| Position Level/Paypoint: | Above Award |
| Service Team: | Customer Service |
| Office Location: | 113 Byng Street, Orange |
| Direct Reports: | 2 |
| Reports To: | Head of Customer Services |
| Hours of Work/Status: | <input checked="" type="checkbox"/> Full Time <input type="checkbox"/> Part Time, minimum hours per fortnight: <input type="checkbox"/> Casual <input type="checkbox"/> Contract – |

Position Summary:

Reporting to and working closely with the Head of Customer Services – the Senior Housing Manager is responsible for operational leadership of the Tenancy Teams across Central and Far Western NSW to deliver best practice Community Housing and support services.

The role is responsible for leading the operations of the Tenancy team, delivering on operational performance, supporting and sustaining tenancies and innovation.

The role also includes resource management including training and developing team members, supporting team members with escalated or complex issues, and reviewing and implementing operational policies and procedures.

A key feature of the role will be to work closely with other internal Housing Plus teams to support improved social outcomes in the communities that we operate within including Homelessness, Domestic and Family Violence and Initial Transition Services, Opportunity Pathways as well as external partners.

Key Working Relationships

| Internal: | External: |
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| <ul style="list-style-type: none"> • Chief Executive Officer • Director of Finance and Corporate Services • Project Director_(SAHF2) • Head of Customer Services • Head of Community Services • Customer Services Team members • Asset Manager • Development team • Homelessness and Housing Support Services team • Domestic Violence Support Team • Initial Transition Services team | <ul style="list-style-type: none"> • Customers (potential and current) • Partners • Community agencies, including support service providers, program partners and community stakeholders • New South Wales Civil and Administrative Tribunal (NCAT) • Housing NSW (HNSW) • FACS and other NSW Governmental Departments • Maintenance contractors/consultants/suppliers • CHIA(NSW) • Real estate agents and landlords |

- Opportunity Pathways Team

- Housing Alliance Partners

| | Key Result Areas: |
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| 1. Staff Leadership | <ul style="list-style-type: none"> • Provide open, proactive and supporting leadership to mentor and develop the Tenancy teams to deliver best practice, client centric, performance-focussed services. • Set performance standards, operational targets and to utilise coaching techniques to ensure sustainable development of team members so that outcome targets are achieved. • Ensure resources are used effectively and in line with relevant policies and procedures. • Ensure team members comply with WH&S Standards, FACS Housing, CHP, local government requirements and other related statutory and funding requirements. |
| 2. Performance, Policies and Systems | <ul style="list-style-type: none"> • Deliver top quartile performance across all Key metrics; customer satisfaction, voids and vacancy and debt management • Ensure that service systems are fully developed, team members are trained in their use and ensure that regular reviews are undertaken to deliver cost effective services based on strategic and service priorities • Monitor trends in client needs, assist to evaluate client satisfaction and encourage client participation. • Review and improve internal processes and innovate in the development of new work practices |
| 3. Customer Service Escalation | <ul style="list-style-type: none"> • Provide guidance and advice on complex tenancy issues and neighbourhood disputes including NCAT applications • Oversee interaction with clients on complaints, violations, transfer requests etc • Monitor and address client satisfaction through the development and implementation of appropriate and effective complaints and feedback processes. |
| 4. Community and Stakeholder Relations | <ul style="list-style-type: none"> • Deliver Client Engagement Activities as described in the Client Engagement Strategy • Establish working relationships with government funding bodies and other funding sources and identify and promote opportunities for partnership with other areas within the housing system. • Manage and monitor support and partnership agreements to ensure clients have access to local support services in order to sustain their tenancies. • Actively participate in all projects, plans and initiatives that specifically seek to improve the sustainability of all tenancies • Represent Housing Plus at interagency meetings and other local networks • Support and encourage pathways for client participation across the organisation. |
| 5. Other | <ul style="list-style-type: none"> • Prepare management reports • Maintain official records and documents to ensure compliance with federal, state and local legislation and to meet accreditation standards. • Manage transfer of housing stock from public housing to community based management • Travel as required to manage the portfolio |

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| 6. Safe System of Work | <p>All Housing Plus staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none">• Accept personal responsibility for maintaining a physically and emotionally safe workplace and work practices for all employees• Understand and adhere to Housing Plus' Code of Conduct and relevant policies including Work Health and Safety (WHS), Harassment Prevention Policy, Anti-Discrimination and Risk Management.• Undertake work in a manner that is not harmful to your physical or emotional health and safety or that of others;• Monitor workplace conditions and report any hazards, incidents, injury or illness |

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| <p>Essential Criteria:</p> <p><i>Includes skills, experience, qualifications and licences.</i></p> | <ul style="list-style-type: none"> • Well-developed leadership skills and ability to manage, lead and train a diverse team of staff with a reputation for building positive, collaborative and motivated teams. • Previous experience within the social housing or community services sector. • Demonstrated experience in identifying key stakeholders and establishing effective relationships in line with organisation's operational goals. • Sensitive to the needs of clients from highly diverse backgrounds, with a flexible worldview, emotional maturity and equitable approach. • High degree of drive, initiative, motivation and outcome orientation, with the capacity to deal with multiple and often conflicting priorities. • Strong problem solving, analytical and negotiation skills in difficult circumstances, including dealing with aggressive and/or distressed clients. • Effective written and verbal communication skills with the ability to build and maintain productive internal/external relationships. • Well developed computer skills, including proficiency with MS Office. • Current unrestricted Australian drivers licence |
| <p>Desirable Criteria:</p> <p><i>Includes skills, experience, qualifications and licences.</i></p> | <ul style="list-style-type: none"> • Tertiary Level Qualification in Social Housing, Housing Practice or Housing Management or equivalent studies in social sciences/humanities/property management/business/human resources. • Previous knowledge of and experience of working within government legislation, regulations, theory and Acts. • Demonstrated expertise in the provision of services to clients with complex needs. • Demonstrated understanding of best practice approaches in dealing with disadvantaged members of the community and proven ability to professionally and sensitively deliver client services to clients experiencing emotional distress and displacement and suffering from emotional and physical violence. • Prior experience in government, not for profit or community organisations. |
| <p>Professional Behavioural Competencies</p> | <ul style="list-style-type: none"> • Business Acumen - Knows how businesses work; knowledgeable in current and possible future policies, practices, trends, and information affecting her/his business and organisation; knows the competition; is aware of how strategies and tactics work in the community services sector. • Drive for Results - Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very action oriented; steadfastly pushes self and others for results. Champions and uses operational excellence tools to get results. • Client Focus - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand clients information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect. • Directing Others - Is good at establishing clear directions; sets stretching objectives; distributes the workload appropriately; lays out work in a well-planned and organised manner; maintains two-way dialogue with others on work and results; brings out the best in people; is a clear communicator. • Motivating Others - Creates a climate in which people want to do their best; can motivate many kinds of direct reports and team or project members; can assess each person's motivators and use them to get the best out of her/him; delegates tasks and decisions; empowers others; invites input from each person and shares ownership and visibility; makes each individual feel her/his work is important; is someone people like working for and with. |

- **Managerial Courage** - Doesn't hold back anything that needs to be said; provides current, direct, complete, and "actionable" positive and corrective feedback to others; lets people know where they stand; faces up to people

Background Checks:

This position requires the following mandatory checks to be conducted:

- National Police check; and
- Working with Children check.

Signature of Assent:

The performance of this role and its value to the business will be assessed using the nominated Key Results negotiated and established with the Manager annually.

I have read, understand and accept the above Position Description relating to the Position I have been appointed to:

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| Employee Name: | Signature: | Date: |
| Manager Name: | Signature: | Date: |
| HR Manager Name: | Signature: | Date: |

APPROVAL DATE: February 2019

REVIEW DATE: February 2020