

# Position Description

<b>Title</b>	Tenancy Worker (H2H Program)
<b>Business Unit</b>	Housing & Homelessness
<b>Location</b>	Central Highlands & Western District
<b>Employment type</b>	Full-time Maximum Term until August 2022
<b>Reports to</b>	Tenancy Coordinator

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 1. Position purpose

The H2H team, lead by the Team Leader, is responsible for responding to the needs of community members experiencing homelessness, by providing property services and wrap around supports to consumers accommodated in motels through Covid-19 global pandemic.

The Tenancy Worker H2H will provide professional and responsive tenancy management services to consumers accommodated through the H2H program. The position will work in close collaboration with the H2H Team Leader and the Uniting Consortium to support individual client transitions from hotel accommodation to suitable housing within the private rental market or DoH housing.

## 2. Scope

**Budget:**

*nil*

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### People:

*nil*

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## 3. Relationships

### Internal

- H2H Team
- H2H Team Leader and Senior Manager Housing and Homelessness
- Uniting Tenancy team
- Uniting H2H Consortium
- Uniting employees

### External

- Department of Families, Fairness and Housing
  - Local Community Services delivering programs suitable for consumer referral and support
  - Contractors
  - Uniting Housing Victoria
  - Multiple Relevant community stakeholders
  - Aboriginal Controlled Community Organisations
  - AOD, Clinical Services, Mental Health etc
  - Other government departments as relevant
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## 4. Key responsibility areas

### Service delivery

- Enter into sub-leases with clients and determine and manage (receive) the maximum rent payable by the client in accordance with the Maximum Rent Formula
- Ensure tenants understand their responsibilities in regard to rental payments
- Determine and manage eligibility, allocation and termination of housing assistance
- Negotiation of tenancy agreements
- Monitoring of occupancy arrangements and tenancies
- Rent collection
- Proactively manage neighbour issues, including community engagement activities where appropriate (for example, if the service provider is managing a number of dwellings within the one building)
- Arranging maintenance for leased properties, and reporting maintenance for DoH Dwellings (Newly acquired)
- Set and meet relevant housing service standards
- Support client engagement
- Facilitate access to support services for clients and household members with complex needs
- Manage and address complaints and appeals relating to the provision of housing services
- Maintain client satisfaction with the overall quality of housing assistance
- Identify tenant issues which will impact on their housing and to refer and manage compassionately

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	<ul style="list-style-type: none"> <li>• Maintain accurate data collection of information pertaining to service delivery</li> <li>• Provide accessible and accurate information to customers on relevant policy and procedures</li> <li>• Interpret and explain policy and procedures to customers as required</li> </ul>
<b>Community and Stakeholder Engagement</b>	<ul style="list-style-type: none"> <li>• Establish and maintain effective relationships with relevant community housing groups, external agencies and state and local government</li> <li>• Refer customers to community and other government agencies where appropriate</li> <li>• Build and maintain positive stakeholder relationships</li> </ul>
<b>Personal accountability</b>	<ul style="list-style-type: none"> <li>• Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.</li> <li>• Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.</li> <li>• Ensure appropriate use of resources.</li> <li>• Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.</li> <li>• Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.</li> <li>• Identify opportunities to integrate and work collaboratively across teams.</li> <li>• Take reasonable care for your own health and safety, and health and safety of others (to the extent required).</li> <li>• Promote a positive safety culture by contributing to health and safety consultation and communication.</li> <li>• Promptly respond to and report health and safety hazards, incidents and near misses to line management</li> <li>• Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.</li> </ul>

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## 5. Person specification

### Qualifications

- Tertiary qualifications in a relevant discipline (preferred)

### Experience

- Practical knowledge of Residential Tenancies Act and the Victorian Civil Administrative Tribunal (VCAT)
- Knowledge and understanding of the social housing sector and issues that impact on housing affordability
- Demonstrated experience in tenancy management of private, public or community housing
- Demonstrated experience in working effectively and compassionately with people with complex needs and challenging behaviours
- Proven ability to operate relevant computer hardware, software and data systems effectively

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#### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Community engagement and education:** demonstrated ability to build community acceptance and understanding of people who have been sleeping rough or those who have significant social and mental health issues
- **Participation and inclusion:** proven capability to assist consumers to resolve a variety of complex matters relating to community activities and inclusion goals
- **Consumer Centeredness:** foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers
- **Teamwork:** cooperates and works well with others in pursuit of team goals; collaborates and shares information; shows consideration, concern and respect for others feelings and ideas; accommodates and works well with the different working styles of others; encourages resolution of conflict within the group; willingness to be proactive and help others; contributes to the continuous improvement of a positive, collaborative and effective work environment
- **Administrative skills:** Excellent organisational skills; High level of attention to detail and accuracy; experience in handling sensitive information and maintaining privacy; knowledge of Client Management Systems / Databases or the ability to quickly develop competency in use of such systems; high level computer literacy skills including demonstrated experience in Microsoft Office; well-developed literacy and numeracy skills
- **Communication:** Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills

#### Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver's License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

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## 6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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## Position Description

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## 7. Acknowledgement

I have read, understood, and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		