

# Position Description

<b>Title</b>	Senior Manager, Housing Services
<b>Business Unit</b>	Housing and Property
<b>Location</b>	130 Lonsdale Street, Melbourne
<b>Employment type</b>	Full Time, Ongoing
<b>Reports to</b>	General Manager, Housing and Property

## About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We have 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 are 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 are 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 Senior Manager Housing Services is a newly created leadership position responsible for the oversight and development of effective housing services across Uniting's community housing and retirement village operations to ensure quality outcomes for tenants and residents.

Uniting has a portfolio of over 800 tenancies and retirement village contracts across Victoria. Community housing activities including crisis, transitional and long-term social housing and integrated support and housing programs including Transitional Housing Management, Homelessness to a Home and Homes for Families programs. Uniting operates 12 retirement villages located in Melbourne and Gippsland.

The role provides leadership to tenancy teams across Victoria to ensure Uniting delivers high quality, consumer focused housing services reflecting industry best practice and ensuring services comply with legislation, regulatory performance standards and contractual obligations.

The Senior Manager Housing Services will play a lead role in positioning housing services for growth as Uniting aims to increase its impact in providing community housing across Victoria and Tasmania, supporting the welling of individuals, families and communities.

## Position Description

### Senior Manager, Housing Services

## 2. Scope

**Budget:** ~\$2M

**People:**

- 4-6 direct reports
- 15-20 indirect reports

---

## 3. Relationships

### Internal

- General Manager Housing & Property
- Housing & Property Team
- Group Manager Housing, Homelessness, Crisis & Social Support
- Uniting Quality & Compliance Team

### External

- Uniting consumers
- External stakeholders and community partners
- Housing Registrars – Victoria and Tasmania
- State government – Homes Victoria and Housing Tasmania
- Uniting Housing Victoria & Australia Board of Directors
- Uniting Church Synod of VIC & TAS
- Community Housing Industry Association

---

## 4. Key responsibility areas

### Service Delivery

- Provide leadership in provision of housing services that are consumer focused and meet community needs.
- Ensure the workforce capability is in place to support effective service delivery outcomes.
- Influence and promote the management and delivery of quality community housing in the wider community to address local housing needs.
- Manage and monitor Regulatory Performance Standards and contract obligations and maintain quality standards within expectations including maintenance of timely and accurate data and systems.
- Work with the Senior Manager Assets to ensure efficient and effective management of tenancies and retirement village contracts within safe and well-maintained housing assets.
- Work with the leadership team to establish priorities and goals which align with the Uniting Strategic Plan and operational plan objectives.

### Strategic Management

- Work across Uniting to deliver service improvements and innovations in the provision of housing services in a growth environment.
- Provide high level professional analysis and policy advice to the General Manager to achieve the effective operation of the organisation.
- Foster relationships within Uniting and with state government and non-government partners across the Housing service system to promote quality service outcomes for consumers.
- Develop housing initiatives in response to local housing needs in partnership with government and non-government service providers.

## Position Description

### Senior Manager, Housing Services

#### Leadership and Management

- Encourage and support innovation, professionalism, and excellence in the delivery of services to consumers.
- Provide strategic leadership and effective management of tenancy services at Uniting.
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Increase professionalism by developing and implementing a workforce development strategy for the tenancy teams at Uniting.
- Actively participate in and provide relevant input to influence organisational strategic and business planning, assessment management and service improvement initiatives.
- Ensure all work undertaken within areas of accountability complies with Uniting values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards (with a particular focus on Housing Regulatory Performance Standards).
- Promote and maintain a positive, respectful and safe work environment

#### Compliance and Risk

- Ensure all work undertaken within areas of accountability complies with Uniting values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards (with a particular focus on Housing Regulatory Performance Standards)
- Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with Uniting.
- Undertake appropriate training to support understanding of, and compliance with, key Uniting policies including work health and safety, equal opportunities, privacy, procurement etc, to meet the required compliance obligations.
- Ensure working within appropriate risk management and Occupational Health and Safety procedures and operating practices are embedded within Uniting's services and accommodation provision to safeguard workforce, consumer and visitor health, safety, and well-being.
- Participate in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed and reported to meet compliance requirements.
- Operate in accordance with Uniting's schedule of delegated authorities.

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management

## Position Description

### Senior Manager, Housing Services

- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.

---

#### 5. Performance indicators

- The Housing portfolio remains within the Housing Regulatory Performance Standards, in particular:
  - Rental arrears to remain under 2% of rental charged
  - Vacancies to remain under 2% of total portfolio
  - Turn around vacancies to remain within 5 days between tenancies
  - Working within the budget envelope within 2%
- Consumer feedback is maintained to Regulatory standards:
  - Minimum 95%

---

#### 6. Person specification

##### Qualifications

- Essential: Tertiary qualifications in community services, social science and/or business discipline
- Post graduate qualifications in management and leadership is preferred
- Essential: current driver's licence

##### Experience

- Extensive experience in the social housing sector in housing services and tenancy management with a comprehensive understanding of operational service delivery
- Thorough knowledge of the community housing operating environment including the broader policy environment, state government funding programs and initiatives and state and national regulatory arrangements
- Knowledge and understanding of the residential tenancies and retirement villages legislation in Victoria and Tasmania
- Demonstrated experience in leading programs and initiatives which support vulnerable people
- Significant leadership experience and proven capability in managing change and delivering service improvement and innovation
- Knowledge and experience in organisational planning, evaluation and/or monitoring of programs, including demonstrated analytical thinking and problem-solving abilities

##### Core selection criteria

**Values alignment:** ability to demonstrate and authentically promote Uniting's values.

**Personal and Professional Accountability** - Takes a holistic perspective when considering challenges and opportunities and develops systems and processes to secure the health and wellbeing of stakeholders.

**Communication and Engagement** - Uses advanced communication, advocacy and influencing skills to progress complex situations and achieve significant impact for the community.

**Change and Resilience** - Creates a vision for change and a supportive culture to enhance readiness for change, championing and implementing strategies to mitigate uncertainty and encourage continuous improvement and innovation.

## Position Description Senior Manager, Housing Services

**Outcomes Focus** - Establishes financial systems, budgets and sustainable practices across Uniting, ensuring long term availability of adequate resources, making informed resource allocation and investments.

**Cultural Safety** - Reviews and evaluates Uniting performance to ensure it is effective, appropriate and consistent with Uniting cultural safety principles, maintaining existing and establishing new partnerships to enable co-design and self-determination principles.

**Leadership and Teamwork** - Ensures Uniting purpose and values are integrated into the culture and all people management systems are actively promoted and modelled by leadership.

**Sustainable Relationships** - Forges true partnerships with stakeholders, partners and agencies, developing and maintaining sustainable networks across the sector, including government and regulatory agencies.

---

### 7. 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, always. 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 (and NDIS (National Disability Insurance Scheme) Worker Screening Check where relevant) 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.**

---

### 8. Acknowledgement

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

#### Employee

Name:

Signature:

Date: