

Position Description



Title	Manager Retirement Villages & Social Housing Tenancy Services
Business Unit	Housing & Crisis Services, Barwon, Ballarat and West Melbourne Cluster
Location	321 Ferntree Gully Road, Mount Waverley
Employment type	Full time Maximum term (12 months)
Reports to	Senior Manager Housing, Ballarat

1. 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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, 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

2. Position purpose

The Manager Retirement Villages & Social Housing Tenancy Services is part of the Housing and Crisis Services Team, has both a strategic and operational focus and plays an active role in achieving Uniting's Strategic Objectives. The position leads a team responsible for the delivery and development of high quality tenancy services across a diverse range of accommodation options that are consumer focused, responsive to evolving consumer needs and delivered in a holistic, inclusive and respectful manner. The position plays a key role in developing and maintaining sustainable and productive partnerships with consumers and key stakeholders.

The position is responsible for the management of tenancies in accommodation options that include:

- 130 Retirement Village Independent Living Units (ILU's) across 7 retirement villages in southern and eastern metropolitan Melbourne
- 18 Supported Housing and Crisis Housing tenancies, including 10 Department of Health and Human Services tenants in Transitional Housing Management properties and 8 crisis housing properties for families experiencing Homelessness
- 92 Social Housing properties for low income singles, couples and families, some with an intellectual disability
- 40 bed sit unit property in South Melbourne
- 18 units of 1, 2 & 3 bedrooms in North Croydon subsidised through the National Rental Affordability Scheme

The Manager Retirement Villages & Social Housing Tenancy Services will be required to have an excellent knowledge of the Retirement Villages Act and the Residential Tenancies Act and ensure that services are provided in accordance with the

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legislative requirements of these Acts. This position is Uniting's nominated Manager if the Retirement Villages as required under the Retirement Villages Act 1986.

The tenancy team works closely on a day to day basis with the Building and Maintenance team and the Homelessness Services team to support tenancies and ensure quality housing standards are maintained.

3. Scope

Budget: \$2.5 M

People: 2 direct reports – Senior Worker Tenancy and Onsite Supervisor at one Retirement Village
A team of 7 positions – In addition to direct reports, 2 tenancy administration workers and 3 casual relievers

4. Relationships

Internal:

- Building and maintenance team in Asset Management division
- Manager, Housing Practice & Policy
- Homelessness Services Team
- Employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services

External:

- Social Housing Tenants and Retirement Village Residents and committees
- Maintenance contractors and neighbours
- Government departments, Victorian Civil and Administrative Tribunal, Residential Tenancies Bond Authority, Tenant advocacy bodies and other funding bodies
- Key partners, community services networks and peak bodies

5. Key responsibility areas

Service delivery and development

- Develop and implement an annual work plan for Tenancy Services in line with Uniting's strategic plan
- Implement and monitor strategies to ensure services maintain a high level of quality and are accessible to and inclusive of the diverse and evolving needs of tenants/residents
- Develop performance indicators/ surveys to evaluate and improve customer service
- Implement strategies to address any identified service gaps, services enhancements or funding opportunities
- Provide regular reports on service delivery and quality as required
- Contribute to business development activities (e.g. tender and grant applications) and opportunities leveraging partnerships where possible
- Ensure all vacancies are promoted and filled in a timely manner
- Monitor team rent collection and arrears management standards
- Lead and implement continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes

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Partnerships

- Identify and encourage sustainable collaborative partnerships with consumers, local, regional and networks and key stakeholders to support and promote the development of a broader service profile for Uniting
- Ensure professional representation within the external environment and sector

Administration and finance

- Develop the annual budget and monitor program resources to achieve optimal service outcomes, efficiency and sustainability
- Lead annual meetings for all Retirement Village ILU's, including the development of documents for the meetings
- Contribute to the development and implementation of regular reporting on a comprehensive suite of service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required to support continuous improvement, staff development, business development and legislative requirements
- Ensure appropriate information and record keeping systems are in place and maintained in line with knowledge management procedures.
- Ensure the Uniting website is kept up to date in relation to the Retirement Villages and Social Housing vacancies

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in practice improvements and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Monitor and ensure compliance with relevant legislation including the Residential Tenancies Act and the Retirement Villages Act
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor where necessary develop plans to mitigate risks.

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.

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- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Person specification

Qualifications

- Relevant qualification in Social Housing Management/ Real Estate or equivalent experience in managing housing stock

Experience

- Extensive experience in the management of Retirement Villages or Social/ Community Housing is essential
- Well developed understanding of the Retirement Villages Act and the Residential Tenancies Act and their application is essential
- A strong commercial focus and experience of successful financial management
- Excellent understanding of the issues that relate to older people, people with a disability and people experiencing disadvantage, especially in the Housing area
- Demonstrable leadership experience

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour
- **Financial and Business Acumen** – Strong commercial focus and financial literacy; ability to develop and monitor budgets and financial performance; skilled at identifying and managing financial risks
- **Program and Service Development** – Significant experience in the leadership and development of programs and services in a complex environment; experience co-designing, developing and evaluating programs and services with consumers and/or communities
- **Communication** – Well developed interpersonal skills; high level written and oral communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to form positive, collaborative and effective professional relationships; ability to establish credibility with all stakeholders
- **Problem-solving** – proven ability to take a solution-focused and strengths-based approach within a complex, ambiguous and evolving community services environment

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, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **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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