

Position Description

Title	Team Leader, Community Housing Maintenance
Business unit	Housing & Property
Location	As per employment agreement
Employment type	Full Time, Ongoing
Reports to	Senior Manager, Housing Services

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

Uniting Housing's commitment to engage with our communities reflects our vision for a healthy and inclusive community where everyone can build on their strengths and enjoy better health, social and economic opportunities.

The role is responsible for leading a team to deliver maintenance services at properties owned and managed by Uniting Housing to ensure the timely delivery of maintenance within budget and regulatory timeframes are met, assets are compliant and organisational objectives are met. It plays a critical role in the implementation of Uniting Strategic Asset Management Plan, working collaboratively with the other property focused teams at Uniting.

2. Scope

Budget: Spend within delegation

People: 5 x Community Housing Maintenance Co-ordinators

3. Relationships

Internal

- Uniting Housing Services Team
- Commercial Property Team

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- Uniting Facilities and Compliance Team – Quality Division
- Maintenance and Property Systems (MAPS) Team
- Finance and Procurement Team
- Uniting Housing & Property Division
- Uniting support services teams

External

- Renters Consumers
- Local Government Agencies
- Partner Agencies
- Department of Health, and Human Services; Homes Victoria
- External Landlords/Property Owners
- Philanthropic organisations
- Uniting Church Congregations
- Local service agencies
- Other Community Housing Organisations

4. Key responsibility areas

Service delivery

- Oversee the co-ordination and delivery of responsive and vacant maintenance activities within budget limits and legislative/regulatory requirements.
- Co-ordinate the day-to-day operations and resourcing of the Community Housing Maintenance Team to ensure assets and activities are compliant with relevant codes, acts and regulations as determined by statutory authorities and regulatory bodies, as well as Uniting policies and procedures.
- Establish Asset Management procedures and work practices to ensure the delivery of high-quality services and contribute to the development of organisational policies.
- Provide, or seek expert advice based on asset management best practice and manage complex maintenance problems.
- Work closely with the Uniting Procurement team to develop scopes for cleaning, gardening, maintenance etc to ensure cost effective, efficient delivery of services to the community housing portfolio.
- Liaise with contractors to ensure high performance of maintenance services.

Administration

- Assist in the preparation of annual maintenance plans and budgets and setting performance outcomes.
- Undertake monitoring and reporting to ensure that delegated tasks are completed to a satisfactory level.
- Ensure accurate recording of relevant information within existing systems.
- Provide and contribute to the turn around times of maintenance and vacant properties

Quality and risk

- Ensure maintenance is delivered within the legislated timeframes of the relevant Act
- Where risks are identified, report through management lines for action
- Report areas of serious risk to supervisor and work together to mitigate those risks.

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices 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

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- 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

- 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 and work together to mitigate those 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.
- 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.
- 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.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Performance indicators

Meeting Performance Standards as identified within the Housing Regulatory Framework

- Turnaround times Untenantable < 7-21 days
- Emergency repairs < 24 hours > 90% and above
- Responsive maintenance < 14 days > 90% and above
- Renter Maintenance Satisfaction Survey > 90% and above
- Meeting all Uniting Policies and procedures, at all times.

6. Person specification

Qualifications

- Tertiary qualification(s) in a property, project management, asset management or other related discipline

Experience

- Extensive demonstrated experience and success in a property related role

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- Experience in supervision of teams
- Excellent understanding of the Residential Tenancies Act and the Housing Act 1983
- Demonstrated experience in housing and property asset management
- Established skills with MS Office (Excel, Word, Outlook and PowerPoint) and experience using tenancy or property management software
- Strong analytical and interpersonal skills
- Proven written and oral communication skills
- Proven organisational and administrative skills

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values.
- Demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- Exceptional attention to detail and record keeping, including financial and property related data, including ability to develop, maintain and analyse budget forecasts and expenditure relating to property maintenance programs
- Initiative, problem-solving, can-do attitude.
- Great customer service.
- Current Victorian drivers licence

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 relevant Working With Children Check (and NDIS 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: