

# Position Description

<b>Title</b>	Tenancy Worker
<b>Business Unit</b>	Housing Services
<b>Location</b>	321 Ferntree Gully Road Mount Waverley 3149
<b>Employment type</b>	Full time, Ongoing
<b>Reports to</b>	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 staff manage a diverse range of accommodation options across metropolitan Melbourne. This range includes:

- Crisis housing for families and youth in Private leased properties
- Agency managed and Uniting Church Congregation properties
- Long Term Housing for people with disabilities
- Department of Human Service's properties
- Long Term Independent Living Units for older persons
- Long Term Social Housing & NRAS properties

All tenancies are managed under either the Victorian Residential Tenancies Act (RTA), 1997 or the Victorian Retirement Villages Act (RVA), 1986.

Our Retirement Villages (RVs) provide affordable Independent Living Units (ILU's) for people 55 years of age and older and are administered under the Retirement Villages Act 1986. We currently manage eight villages across Melbourne

## Position Description

### Tenancy Worker

Our staff also manage Crawford Court in South Melbourne, a 40-bed sit property, which is administered under the Residential Tenancy Act, 1997. The tenants are generally fifty years of age and older. In addition, the agency has a number of social housing tenancies including Gifford Village, an 18-unit development in North Croydon consisting of 1, 2- and 3-bedroom units.

The Tenancy Worker works across both the RVA and RTA as required. They are responsible for ensuring tenancies and properties are managed efficiently and effectively in accordance with Uniting policies and procedures and the RTA and RVA. This role works closely with the Housing Services and Homelessness Services Teams.

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## 2. Scope

### Budget:

Nil

### People:

Nil

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## 3. Relationships

### Internal:

- Uniting Housing and Homelessness Services
- Administration teams.

### External:

- Centrelink
  - Real Estate Agents
  - Contractors
  - Uniting Church congregation staff
  - Tenants' next of kin
  - VCAT and other support services.
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## 4. Key responsibility areas

### Service delivery

The Tenancy Worker assumes full responsibility for performing all landlord functions across a portfolio of properties of various housing types.

### Retirement Village Residents

- Manage registration of interest list for each RV and meet prospective residents as vacancies occur & provide information packs with Village Fact Sheets
- Arrange appropriate advertising of vacancies and respond to enquiries
- Prepare information packs and provide potential new residents with all Residence Documents required under the RVA
- Prepare sign up documentation including Disclosure statements, Residence and Management Contract (where required) for new residents in accordance with the RVA/ RTA and Uniting procedures
- Ensure ingoing fees are paid prior to new residents signing Residence and Management Contract

## Position Description

### Tenancy Worker

- Manage exit of residents in accordance with RVA/ RTA and Uniting procedures
- Liaise with relevant support agencies and provide information to residents as required
- Manage disputes and/or breaches under relevant legislation and regulations in a timely and professional manner
- Advise the Senior Worker – Housing Services of any issues of concern in relation to tenancies at risk on the same day that the concern is identified
- Report all significant interactions with tenants/ residents to Senior Manager – Housing Services immediately
- Work cooperatively with RV committees, where they exist.

#### Residential Tenancy Residents

- Update vacancies both internally and externally
- Prepare Residential Tenancy Agreements and all required documentation
- Process the sign up, management and exit of tenants as specified in the Residential Tenancies Act and Uniting procedures.
- Conduct property inspection and complete condition report, including photos, prior to the tenant's sign up
- Complete Exit Inspection and Report within 3 business days of tenant vacating
- Assist in managing all maintenance requests, when required, in line with Uniting policies & procedures
- Maintain inventory for all crisis properties – written and photographic
- Undertake 6 monthly inspections of all properties under management to ensure residents comply with the terms of their lease
- Manage disputes and/or breaches under relevant legislation and regulations in a timely and professional manner
- Advise the Senior Worker Housing Services of any issues of concern in relation to tenancies at risk, on the same day that the concern is identified
- Report all significant interactions with tenants/residents to Senior Manager Housing Services immediately.
- Interview prospective residents for Long Term Social Housing, compile relevant paperwork and make recommendations to Senior Manager – Housing Services

#### Rent Management and Reviews

- Monitor any resident rent or service charge arrears weekly and manage issues in accordance with agency procedures and the RTA and RVA to ensure arrears are paid
- Conduct and implement annual rent reviews and service charge adjustments for all properties under management as per the RVA and RTA. This includes providing the residents with formal notification, amending rent/ service charge amount in Chintaro and amending resident Centrepay deductions accordingly
- Provide monthly report of all rent/ service charge arrears and vacancies within first 3 days of each month to the Senior Manager – Housing Services
- Conduct rent reviews for all long-term housing properties – as per Housing Services schedule and the Residential Tenancies Act
- Ensure all properties are inspected as per inspection schedule
- Ensure all necessary paperwork is completed and filed within 3 days of signing documentation for all long-term housing properties and RV units
- Ensure all rental arrears are addressed and payment plans are arranged for rectification of rental arrears within 10 working days, to be recorded in writing after approval from Senior Worker Housing Services
- Ensure all policies, procedures and forms are followed and used as per agency requirements
- 80% of vacancies are re-tenanted within the required time frame, in line with agency policies

#### Resident and Tenancy Administration

- Undertake all administrative processes and record keeping required by agency policies and procedures

## Position Description

### Tenancy Worker

- Respond to resident phone, email, postal and in-person enquiries in an appropriate manner in consultation with Senior Worker if required
- Process rental payments/service charge payments/reconciliations for RV residents and Social Housing residents when required
- Represent agency at VCAT where required, in consultation with Senior Worker Housing Services and tenant's support agencies
- Prepare information packs for new residents
- Prepare Residence and Management contracts, Disclosure Statements and Fact sheets for all new RV residents
- Manage receipt of all Ingoing Contribution payments by RV residents
- Update resident waiting listings
- Complete reports for Senior Manager Housing Services as requested from time to time
- Manage Centrepay arrangements at entry and exit of residents and tenants
- Assist in completion of NRAS data reports as required
- Assist Senior Manager Housing Services with preparation of all documents related to RV Annual Meetings
- Other administration tasks as required

#### Agency Responsibilities

- Develop and maintain a collaborative working relationship with Centrelink, DHHS, State Trustees, local support agencies, local congregations and real estate agents as required and promote agency programs within the region
- Actively participate in team meetings and activities
- Comply with all relevant agency policies and procedures
- Other duties as required

#### Agency Responsibilities

Participation in at least one of the following:

- Cluster committee
- Uniting working groups
- Provide training or mentoring to my peers and students

#### 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.

## Position Description

### Tenancy Worker

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## 5. Person specification

### Qualifications

#### Mandatory

- A current Victorian Driver's Licence and Working with Children card

#### Desirable

- Capacity to work with CHINTARO or similar tenancy management software
- Cert. IV in Tenancy Management or equivalent qualifications

### Experience

#### Mandatory

- Demonstrated experience in general property and tenancy management
- Practical knowledge of current tenancy and/or retirement village legislation

#### Desirable

- Knowledge and understanding of the social/community housing sector
- Working sensitively with older persons and homeless or disadvantaged persons
- Excellent computer skills with Microsoft Word, Excel, the internet and email programs
- High level of administration/office skills and attention to detail
- Excellent time management skills and the ability to prioritise multiple demands

### Core selection criteria

- Values alignment: ability to demonstrate and authentically promote Uniting's values
- Flexibility to manage a spread of properties across our diverse housing portfolio
- Innovative in the face of changing circumstances
- Self-starter/hands-on person who can use initiative when required
- Ability to interact professionally and ethically with staff and clients
- Demonstrated compassion through displaying empathy and consideration for others
- Team player, willing to help out colleagues as required
- Possess a positive attitude, be reliable, conscientious and punctual
- Adherence to relevant training requirements (compliance with the legislative responsibilities i.e. occupational health and safety, appropriate use of equipment, privacy, equal opportunity, harassment, and relevant external training)

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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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## 7. Acknowledgement

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

## Position Description

### Tenancy Worker

#### Employee

Name:

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Signature:

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Date:

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