

Position Description

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| Title | Tenancy Worker |
| Business Unit | Housing & Homelessness |
| Location | 121 Albert Street, Ballarat |
| Employment type | Ongoing, Full Time |
| Reports to | Team Leader Tenancy North West Victoria & Tasmania |

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

To provide a high level of tenancy services to housing programs, with an approach to client services that demonstrates an understanding of trauma informed practice.

2. Scope

Budget: Nil

People: Nil

3. Relationships

Internal

- Members of the Uniting Tenancy Team

Position Description Tenancy Worker

External

- DFFH
 - Homelessness Support Workers
 - Contractors
 - Other partner agencies
 - Uniting Housing
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4. Key responsibility areas

Service delivery

- Prepare lease documentation and sign up clients into transitional housing, rooming houses, crisis leases and long-term leases as required or requested by the Team Leader Tenancy, ensuring that tenants and residents have information about their rights and responsibilities as a tenant.
- Undertake property management duties, ensuring that all properties are maintained to a minimum standard including vacant inspections, changing of locks, condition reports, and inventory of stock, arranging of cleaning, rubbish removal, minor maintenance, and general care of properties, with contractors.
- Manage the day to day operation of rooming houses including house meetings, fire evacuation drills and safety matters.
- Arrange and undertake property inspections as required.
- Prepare all documentation for and represent the Agency at VCAT hearings, including the preparation and serving of breach of duty notices and liaise with Victoria Police as required.
- Liaise with relevant bodies, such as Community and Commercial Properties Services, (COMAC) Call Centre, Housing Division of DFFH and Uniting Housing regarding required maintenance and follow up on any issues highlighted with regard to maintenance.
- Stock and de-stock properties in readiness for tenancy (this will include lifting and safe manual handling procedures).
- Liaise with neighbours of properties, support agencies, government departments and community organisations as required to ensure good outcomes for tenants and residents.
- Actively participate in team meetings including daily property update meetings and willingness to follow procedures.
- Compliance to the Department of Health and Human Services (DFFH) regulations.
- Provide after hours on-call service on a roster basis with other workers.
- Ensure case notes are completed in a timely manner.
- Be able to work autonomously and as part of a larger team.
- To undertake other duties that may be requested by the Team Leader Tenancy and Senior Manager Tenancy, Housing & Crisis Support.

Administration

- Sound knowledge and understanding of the Residential Tenancies Act (RTA), including Rooming House section of the Act, Victorian Civil and Administrative Tribunal (VCAT) Consumer Affairs Victoria (CAV) and Victorian Charter of Human Rights.

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.

Position Description

Tenancy Worker

- 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.
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5. Person specification

Qualifications

- Diploma of Community Services or equivalent.

Experience

- Experience working with clients in the Community Services Sector.
- Experience in tenancy or property management preferred.

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.
 - Knowledge of legal aspects of tenancy management including RTA, VCAT, CAV, Charter of Human Rights, and how this effects practice.
 - Knowledge of the homelessness system, and contributing factors leading to homelessness.
 - Sensitivity to, and understanding of, marginalised sectors of the community including people experiencing housing crisis.
 - Proven ability to work cooperatively and supportively in a team environment and to work independently.
 - Demonstrated ability to multi-task and time manage to effectively meet deadlines.
 - Highly developed written and verbal communication skills with demonstrated ability to communicate effectively, verbally and in writing, with internal and external stakeholders.
 - Sound administrative skills, including high to advanced computer literacy skills.
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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 (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.

Position Description
Tenancy Worker

7. Acknowledgement

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

Employee

Name:

Signature:

Date: