

## Position Description

### 1. POSITION IDENTIFICATION

Position Title	Tenancy Team Leader
Team	Tenancy and Co-op Services
Location	Richmond
Classification	Level 6
Time Fraction	1.00

### 2. POSITION PURPOSE

Supervise and support the goals and operations of the Tenancy and Co-op Services Team in a way that fosters continuous improvement and successful long-term tenancies within a Community Housing Program and a Co-operative Housing Model.

The Tenancy & Co-op Services Team Leader directly supervises and supports the Tenancy & Co-op Service operations and works in close conjunction with the Financial Services Team Leader to achieve all functions of the Tenancy and Co-op Services Team.

Provide customer focused and collaborative tenancy management services for:

- Directly managed tenancies
- Tenant members of Community Managed Co-operatives (CMCs)
- Third party contractors and outsourced leases
- Provide an arrears management service to Common Equity Rental Housing Co-operatives (CERCs) by:
  - monitoring and responding to rent arrears as contracted by CERC Boards
  - ensure team collaboration, in conjunction with the Financial Services Team Leader to ensure successful management of arrears

Provide subject matter expertise and specialist knowledge across CEHL of key legislation and relevant housing standards including but not limited to Residential Tenancies Act; Victorian Civil and Administrative Tribunal (VCAT) processes including;

- preparing submissions to VCAT that are in line with the Residential Tenancies Act
- representing CEHL at VCAT hearings
- respond to complaints received through CEHL complaints process, Housing Registrar, Consumer Affairs Victoria etc.

### 3. ORGANISATIONAL DESCRIPTION

Common Equity Housing Limited (CEHL) is Victoria's largest Housing Association and is both a provider and developer of affordable housing. CEHL uses co-operative housing models to empower people to build strong communities through better housing solutions.

CEHL is an enabler; partnering with member co-operatives, to deliver an effective, sustainable co-operative housing program. Our strategic outcomes are to:

- Achieve enabled co-operatives, that empower and engage their members;
- Be sustainably growing our social, environmental, cultural and economic impact; and
- Be strongly contributing to a revitalised and innovative affordable housing system.

Our values statements are:

- We care for one another;
- We are responsible;
- We work together; and
- We make a difference.

CEHL is a not for profit organisation, governed by a Board of 11 Directors and whose shareholders are member co-operatives.

The organisational structure comprises the following teams:

Program Development, Co-operative Development & Strategy, Tenancy and Co-op Services, Asset Management, Real Estate Services, Corporate Finance, People & Organisational Development and Administration & Compliance.

### 4. KEY RESPONSIBILITIES

#### Tenancy Services

#### Tenancy Management

Directly supervise and co-ordinate the workflow of the Tenancy and Co-op Services Team to support them to;

- carry out Tenancy Management to the required level, this level will vary depending on the type of tenancy and the agreement/contract in place
- oversee and support the end to end process for new; ongoing and vacating tenancies by following CEHL processes and procedures
- ensure that tenants are fully informed of their rights and responsibilities
- maintaining tenancy records and related databases, ensuring all files and notes are up to date
- referring tenants to support services where necessary to sustain the tenancy
- responding to requests by Co-operative members and tenants and partner agency staff in a manner that enables Co-op's successful long-term tenancies
- conducting regular property inspections and responding to any Breaches of Duty identified
- act on identified breaches of the tenancy agreement

	<p><b>Arrears Management</b></p> <p>Work collaboratively with the Financial Services Team Leader to ensure seamless end to end processing for both customer-facing and back end arrears management processes within the Tenancy and Co-op Services Team.</p> <p>Directly supervise and co-ordinate the workflow of Tenancy Services to support them to:</p> <ul style="list-style-type: none"> <li>• monitor rent payments and act on rental arrears</li> <li>• establish and finalizing rent accounts, including rent recovery and taking action to recover outstanding rent where necessary</li> <li>• generation of accurate rent arrears correspondence and statements</li> </ul> <p><b>Other</b></p> <p>Be the Key Point of Contact to assess; respond or escalate complaints depending on their severity.</p>
<p><b>Supervision</b></p>	<p>Directly supervise the Tenancy Services functions within Tenancy and Co-op Services to carry out CEHL’s tenancy and arrears management responsibilities.</p> <ul style="list-style-type: none"> <li>• Facilitate and coordinate the team workload to a consistently high quality</li> <li>• Facilitate problem solving within the team in a collaborative and safe way</li> <li>• Identify team members’ training needs and support learning to maximize knowledge and improve their skills base</li> <li>• Provide regular work planning, annual review, supervision and feedback to team members with the goal to ensure a high level of staff performance is achieved</li> <li>• Where performance may be improved undertake performance improvement with the guidance and support of the Manager Tenancy and Co-op Services/ People &amp; Organisational Development</li> <li>• Participate in the recruitment and selection of team members and coordinate the induction of new team members</li> </ul>
<p><b>Policy and Planning</b></p>	<p>Is a role model for all staff in the Tenancy and Co-op Services Team to learn and adhere to existing CEHL policies and procedures.</p> <p>Have an understanding of the strategic direction of CEHL policies and procedures, and where Tenancy and Co-op Services do not align, are outdated or require modification, identify these gaps and co-ordinate the development and informed reviews for continuous improvement of work.</p> <p>Be an active participant in internal working parties across CEHL using lateral thought and evidence to present ideas.</p>

	<p>Be an active participant by collaborating in the development of initiatives and policies for community managed co-operatives and co located sites using specialist expertise and a consultative manner.</p>
<b>Information and Advice</b>	<p>Have specialist expertise and experience regarding the Residential Tenancies Act and VCAT processes, with reference to Community Housing and Co-operative models of Housing.</p> <p>The Tenancy &amp; Co-op Services Team Leader must be able to provide impartial and forthright advice to all staff and Co-operatives regarding:</p> <ul style="list-style-type: none"> <li>• upskilling and coaching the team on Victoria Civil Administrative Tribunal (VCAT) / Residential Tenancies Act</li> <li>• preparing VCAT applications in a way that that provides CEHL the best chance of achieving a positive outcome</li> </ul> <p>Attendance for Victorian Civil and Administrative Tribunal hearings that represent CEHL as the landlord in resolving breaches of the Residential Tenancy Act</p>
<b>Financial and Budgeting</b>	<p>Support the Manager and Finance Team Leader to ensure the Tenancy &amp; Co-op Services Team meets its financial goals and targets through the effective management of tenant debt/arrears.</p> <p>In the absence of the Manager or Finance Team Leader, provide support, advice and assistance to team members about complex or challenging arrears recovery action.</p> <p>Support Manager and Finance Team Leader to ensure the team expenditure remains within budgetary constraints.</p> <p>Support Manager and Finance Team Leader to ensure internal financial reports relating to Tenancy and Co-op Services rent arrears are produced in an accurate and timely manner.</p>
<b>Compliance and Reporting</b>	<p>Ensure the team works within the relevant compliance and legal framework by continually staying up to date on changes to laws and regulations affecting community housing and being responsible for implementing the necessary changes to workplace policy and procedures throughout the Tenancy &amp; Co-op Services team.</p> <p>Ensure tenancy services are provided in accordance with the requirements of the program Directives and of the Co-op/CEHL Agreement.</p> <p>Maintain awareness of Owner's Corporation rules relevant to sites within the assigned portfolio.</p> <p>Maintain an awareness of employers' legal obligations regarding Occupational Health and Safety and Equal Opportunities.</p>
<b>Other Duties</b>	<p>As directed, undertake other duties which are incidental and peripheral to the main tasks, provided that such duties are reasonably within the requirements and responsibilities of the position. The allocation of other duties is in consultation with the staff member.</p>

	Actively participate in professional development and the life, development and growth of CEHL.
<b>5. GENERIC RESPONSIBILITIES</b>	
<b>Mission / Vision / Values</b>	To uphold CEHL's Purpose, Vision and Organisational values.
<b>Adherence to Legal Requirements / CEHL Policy</b>	To abide by all terms, conditions and requirements <i>including but not limited to</i> : Enterprise Agreement, Occupational Health & Safety; Equal Opportunity, Discrimination, Harassment and Bullying; Privacy; and Code of Conduct.
<b>Teamwork / Collaboration</b>	To work constructively and cooperatively as part of the CEHL team.
<b>Communication</b>	To effectively communicate with CEHL's internal and external stakeholders.
<b>6. KEY SELECTION CRITERIA</b>	
<b>Qualifications or equivalent industry Knowledge and experience</b>	<p>Relevant degree qualification and substantial experience in a relevant role.</p> <p>Operational Leadership.</p> <p>Extensive prior experience in internal advice regarding RTA matters and representing a landlord in the Victorian Civil and Administrative Tribunal.</p>
<b>Knowledge</b>	<p>Excellent working knowledge of the Victorian Residential Tenancies Act and processes required by the Victorian Civil and Administrative Tribunal (VCAT).</p> <p>Superior knowledge of key features of the CERC/Community; Managed Co-operative Agreement, the Co-operatives Act, Information Privacy Act, Housing Act, and Performance Standards required of Registered Housing Associations.</p> <p>Knowledge of CEHL Rent Policy and other tenancy related policies and procedures.</p>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Supervising teams and employees (including working in other locations).</li> <li>• Facilitating group dynamics and developing customer service approaches in volunteer groups; committees or disadvantaged communities and individuals.</li> <li>• Applying legislation.</li> <li>• Experience managing complaints or conducting legal processes.</li> <li>• Experience in database programs, including Tenancy and Financial databases (Green Tree)</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Proven leadership, coaching and supervision skills.</li> </ul>

	<ul style="list-style-type: none"> <li>• Strong verbal and written communication skills including the ability to communicate effectively and clearly</li> <li>• Intermediate skills across Microsoft Word, Excel</li> <li>• Excellent attention to detail and high levels of accuracy</li> <li>• High degree of professionalism, integrity and self-motivation</li> <li>• Flexible and collaborative</li> <li>• Passion for providing high levels of customer service</li> </ul>
<b>7. ORGANISATIONAL RELATIONSHIPS / EXTENT OF AUTHORITY</b>	
<b>ORGINISATIONAL RELATIONSHIPS</b>	
<b>Reports to</b>	Manager, Tenancy and Co-op Services.
<b>Direct Reports</b>	Senior Tenancy Co-ordinator, Tenancy Co-ordinators, Rent Arrears Contracts Officer, Tenancy Administrator.
<b>Internal Contacts</b>	All CEHL employees.
<b>External Contacts</b>	Co-operatives, co-operative members, key networks, staff of partner agencies, tenancy advocates, and financial administrators, DHS, Consumer Affairs and Victorian Civil Administrative Tribunal staff, Centrelink.
<b>EXTENT OF AUTHORITY</b>	
<b>Under what level of supervision does the position operate?</b>	<p>Under limited direction from the Manager, Tenancy and Co-op Services.</p> <p>Required to manage and respond to routine tenancy matters independently.</p> <p>The incumbent is expected to take personal responsibility for meeting objectives and adjust priorities in response to issues arising.</p>
<b>How is the freedom to act controlled or limited?</b>	<p>A workload portfolio is allocated to the position.</p> <p>The incumbent must make effective use of other team members capability to assign tasks across the Tenancy and Co-op Services Team.</p> <p>Required to refer matters on the following decisions to the Manager, Tenancy and Co-op Services; exemptions to allocations policy; exemptions to rent policy; purchase of a Warrant of Possession and other escalated issues as required.</p>
<b>What degree of guidance or advice is available when problems occur?</b>	<p>Guidance regarding complex matters is available from the Manager, Tenancy and Co-op Services.</p> <p>Guidance may not be available within the time required to respond to urgent matters related to tenant safety. In these circumstances the Tenancy &amp; Co-op Services Team Leader holds the authority to make decisions within the bounds of the Residential Tenancies Act.</p>
<b>Where can solutions to problems be found?</b>	Internally, from legislative requirements and professional practice guidelines; Residential Tenancies Act, Consumer Affairs; Performance

	Standards for Registered Housing Agencies, Local Government, Victorian Civil and Administrative Tribunal and Department of Human Services websites.
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