

Qld - Tenancy Support Manager | Position Description

Employment Type:	Full-time (37.5 hours)
Term:	Permanent Ongoing
Location:	Brisbane, Qld
Remuneration:	\$90,000 - \$100,000 depending on experience, plus superannuation and salary packaging
Reports to:	Operations Manager
Purpose:	Working closely with the Operations Manager and Chief Operating Officer, assess the housing support model and provide housing assistance solutions and tenancy management to housing portfolio.

About Summer Housing

Established in 2017, Summer Housing's mission is to expand the range and scale of diverse housing options for people with disability living in, or at risk of admission to, residential aged care, particularly younger people.

Summer Housing's vision is to see all people with disability and complex care needs have the opportunity to live in high quality housing that enables them to live as independently as possible, enhancing their health, wellbeing and participation in the community.

Summer Housing will achieve its vision by demonstrating leading practice in housing design that enables independence and community inclusion. We will do this by commissioning at least 300 additional units of housing for people with disability.

About the Position

Summer Housing is securing a pipeline of projects in which our innovative model of housing is to be incorporated. The role of the Tenancy Support Manager is to assess and evaluate the support model and provide delivery of excellence in customer service through supporting tenancy transitions and managing stakeholder performance to ensure the sustainability of tenancies.

RESPONSIBILITIES AND DUTIES

- Contribution to the formulation and implementation of Summer Housing strategy and strategic initiatives;
- Provide input into the application of Summer Housing's model of housing in secured projects;
- Engage, inform and collaborate with people with disability and key project stakeholders on assigned housing portfolio to achieve sustainable tenancies,
- Assist tenants to achieve their independent living goals,
- Liaise with project stakeholders and tenants to resolve tenancy issues,
- Ability to evaluate and document support model,
- Attend regular project meetings with project stakeholders,
- Address issues with project stakeholders and maintain appropriate and accurate records,

- Review performance of project stakeholders and provide regular reports to line manager as required,
- Provide appropriate and correct tenancy related information to project stakeholders and others as necessary,
- Maintain current waiting list of prospective tenants and fill vacancies,
- Identify and develop partnerships with organisations that will influence the delivery of Summer Housing projects,
- Maintain up-to-date knowledge of relevant NDIS and Specialist Disability Accommodation legislation and other associated legislation,
- Develop and deliver staff training to ensure consistency,
- Lead the Tenancy Support Officer team and monitor staff performance,
- Work with the Operations Manager and Chief Operating Officer to inform the strategic direction of the organisation,
- Provide and compile monthly reports to line manager.

SKILLS AND EXPERIENCE

Essential

- Demonstrated awareness of the key issues faced by people with disabilities relating to housing with research, case management or support coordination experience desirable,
- Understanding of National Disability Insurance Scheme, with particular reference to Specialist Disability Accommodation (SDA) preferred,
- Skilled in managing customer expectations and applying discretion in dealing with sensitive issues and environments,
- Experience in delivering quality client service,
- Ability to work well in a team and autonomously,
- Good organisation skills and an ability to work to strict deadlines and work well under pressure,
- High level interpersonal and communication skills with a demonstrated ability to liaise effectively at all levels and the ability to negotiate and influence successful outcomes,
- Strong reporting skills and competency with Microsoft programs, particularly Word and Excel,
- Well-developed problem solving and influencing skills including ability to recommend strategies for resolution,
- Current driver's license or access to transport.

Core Competencies

The Job Holder's values will match those of the organisation. Summer Housing's values include:

- We are creative, innovative and resourceful. We continually strive to be the best.
- We act with integrity and honesty in everything we do.
- We communicate openly by exchanging information and actively listening to all stakeholders.
- We value and recognise the contributions of our colleagues, both locally and globally.
- We enjoy working together to achieve outstanding results and total job satisfaction.
- We act professionally and pursue excellence in all areas of our work.
- We act responsibly within our community and care for the environment.

- We build the capacity of the sector rather than focus on building our own organisation.

Other Relevant Information

- The position description is indicative of the initial expectation of the role and subject to changes to Summer Housing goals and priorities, activities or focus of the job.