

POSITION DESCRIPTION	
Role title: Tenancy & Property Manager	
Program:	Housing
Employment Agreement:	Social, Community, Homecare & Disability Services Industry Award 2010
Classification level/salary range:	Social and Community Services Employee Level 4 <i>Plus superannuation</i> <i>Plus excellent tax free salary packaging options available</i>
Hours of Work:	1 EFT
Tenure:	Fixed Term – until 14 January 2022
Location:	Bendigo
Reports To:	Program Coordinator – Housing North

Organisational Environment Statement

Haven; Home, Safe is the leading provider of integrated homelessness and housing services and Victoria’s first registered affordable housing association. Haven; Home, Safe is a dynamic and rapidly growing organisation and the only fully integrated agency in Australia to provide both homelessness services and affordable housing. We are a Charity with DGR status, committed to the communities in which we operate.

We have a reputation for excellence and provide a range of innovative support programs and property and tenancy management solutions to some of the more vulnerable people across much of the state. Our current portfolio of 2000 properties houses over 5000 people.

Haven; Home, Safe expects a high level of commitment, quality, passion and energy and in return offers competitive remuneration packages and great benefits. We offer a supportive workplace culture, flexible working conditions, family friendly workplace, great training and development opportunities, Employee Assistance Program, attractive salary packaging arrangements and an opportunity to make a real difference within our growing organisation.

OUR PURPOSE:

In a world where homelessness and housing crisis exist, we connect people with housing options and integrated supports so that they can find and keep a place to call home.

OUR VALUES:

We put people first, especially our clients

RESPECT
LISTEN
COLLABORATE

We do things differently to get the best results

INNOVATION
CHALLENGE
LEARNING

We do what we say and always make a difference

ACCOUNTABILITY
RESPONSIBILITY
INTEGRITY



Position Objectives

The objectives if the position are;

- To provide excellent tenancy services for HHS clients and tenants including those experiencing homelessness or impending homelessness.
- To provide a high level of excellence in Tenancy and Property Management services to a portfolio of long term and transitional housing properties across a broad geographical area
- To work with and ensure that excellent services are provided to tenant, and their advocates, concurrent with property and asset management responsibilities.
- To Provide appropriate referrals to client/tenants to encourage the use of relevant support if it is identified support is required to sustain housing and stability.
- To have a sound knowledge and understanding of the Residential Tenancies Act including the RTA regulation changes 2021
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Responsibilities and Duties

- To provide a high standard professional service which is accessible, relevant and responsive to the needs of service users and adheres to organizational values, policy and program guidelines.
 - To provide property and tenancy management functions for HHS managed housing. Including tenancy sign up, maintenance reporting, asset management and rent collection processes.
 - To represent the HHS at Residential Tenancy Tribunal Hearings to make application to the RTT for various orders / warrants as required and authorized by policy guidelines. (Training is provided).
 - To ensure accurate, confidential and meaningful records for Housing clients are appropriately kept within the data system.
 - To collect data and process as required.
 - To develop and maintain appropriate linkages with other relevant services and organizations and undertake conjoint work other agency staff as appropriate.
 - To develop and work to a continuous skills development program. Including organizational training opportunities and methodologies that promote personal resilience, self-management and work place emotional intelligence.
 - To attend meetings, seminars, forums and training as required.
 - To meet KPI's as identified through team and organisational plans.
- Other duties, functions and responsibilities as directed by HHS.

Delegations, authority levels and decision making

- This position reports to the Program Coordinator – Housing North

Key Selection Criteria

- Demonstrated experience in Tenancy Management.
- Well-developed interpersonal and negotiation skills, including demonstrated conflict management skills and sensitivity and empathy to individual and cultural needs of customers.
- Excellent communication skills, written, verbal, non-verbal and an understanding of the behaviors of people who are undergoing significant personal pressures due to housing stress and the range of attributes that are/can be part of that.
- Ability to work effectively in a multi-skilled team environment to deliver quality customer services.



- Ability to work with limited direction and accept a high level of personal responsibility for completing tasks.
- Ability to work within program and legislative constraints, budgetary constraints and an appreciation of the relative prioritization of needs in supply constrained environments.
- A knowledge, understanding and empathy of the structural constructs of poverty and homelessness

Qualifications & Experience

- A relevant tertiary qualification is desirable or extensive experience working in the community Services Sector and/or experience within the real estate sector undertaking tenancy or property management. You are encouraged to apply if you feel you possess demonstrated transferable skills to be effective in the role and a willingness to undertake industry specific training.

Inherent Requirements of the Position

- Successful appointment of this position will be subject to:
 - Taking part in recruitment testing as part of the selection process
 - Pre-employment medical disclosure form prior to commencement
 - Undergo a Police Check and Working with Children Check **prior** to commencement
 - All Haven; Home, Safe staff must hold a current Victorian Drivers License at all times.
- All Haven; Home, Safe staff must take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment.
- A sound working knowledge of computers and Microsoft office programs.
- A commitment to and respect of Haven; Home, Safes Values and Expected behaviors.
- Participate in the development of a safe and healthy workplace.
- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures.
- Co-operate with management in its fulfilment of its legislative obligations.
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation.
- To report any injury, hazard or illness immediately, to their supervisor.
- Not place others at risk by any act or omission.
- Not willfully or recklessly interfere with safety equipment.
- All Haven; Home, Safe staff must participate in training, supervision and appraisal activities.
- All Haven; Home, Safe staff are required to perform the Concierge function (on a rostered system)

Approval of Position Description

Chief Manager



Name: _____ Date: _____

Chief Officer of Line Manager

Name: _____ Date: _____

Acceptance of Position Description

To be signed upon appointment

Employee

Name: _____ Signature: _____ Date: _____