

Position Description	
Position Title:	Private Rental Head Lease Worker
Status:	Fixed Term, Full-time
Classification:	Level 4.1 of the YCH EBA 2015-2018
Remuneration:	As per the YCH EBA 2015-2018
Primary Location:	Werribee and Seddon
Date PD Adopted:	May 2021
PD Review Date:	June 2023

About Unison

Unison provides a diverse range of housing services in Victoria, including social housing, affordable housing, transitional housing and owners corporation services.

We believe that affordable housing is the foundation on which to build a life of value, but that a good life takes more than just housing. A good life takes place in a community.

We provide affordable housing, and work to reduce disadvantage and social exclusion for people who have previously been homeless, by helping to create communities around them. Unison also assists over 3,500 people each year who are homeless or at risk of homelessness.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of both our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTIQ+ communities to join our workforce.

Vision

Communities that thrive.

Mission

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Organisation values

Unison is a values-based organisation and seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others.

It is an environment that requires all team members to maintain high standards of work in line with our Values:

People: We put the customer at the heart of what we do, we value each other and welcome diversity

Respect We are respectful of all and welcome open and honest discussion

Positivity We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions

Accountability We do what we say we will do

Position Objectives

Unison's Head Leasing Programs aim to address the shortage of long-term housing for people experiencing homelessness. These programs are targeted to assist those who are currently rough sleeping or have a history of chronic or episodic rough sleeping, exiting or having recently left institutional care, or individuals and families living in temporary or unsuitable accommodation including unregistered rooming houses, crisis accommodation and transitional housing.

The Private Rental Head Lease Worker will work as a member of the Private Rental Access team to support people who are homeless or at risk of homelessness to secure and sustain private rental. This will include overall management of a portfolio of head leased residential properties on behalf of the landlord, in accordance with the Residential Tenancies Act, the Estate Agent Act and the organisation's policies, procedures and systems

Key Accountabilities

Relationships/Networking

- Develop functional and collaborative relationships with Real Estate agents in the City of Wyndham and other western regions to facilitate access to head leased private rental properties.
- Develop collaborative relationships with partner agencies of the Unison Head Leasing Programs to collectively deliver on the agreed objectives and funding agreements.
- Develop collaborative relationships with local support agencies to assist with referrals and address support needs to vulnerable households in private rental to ensure that they sustain their tenancy.
- Work collaboratively and cooperatively with the Private Rental Access team and broader members of the Unison teams.

Property Tenancy Management

- Establish strong relationships with tenants in head leased properties that are focussed on establishing and sustaining a successful tenancy.
- Work in closely with support agencies to facilitate timely tenancy intervention to support tenants when appropriate
- Ensure that tenants and prospective tenants are treated with dignity and respect
- Respond promptly and respectfully to maintenance
- Effectively manage rent for head leased properties, including rent calculation, rent collection and monitoring and resolving arrears by proactively engaging with tenants in a timely and supportive manner.
- Ensure the regular inspection of properties to identify any tenancy or maintenance issues.
- Ensure the prompt inspection and cleaning of vacated units and liaise with partner agencies to ensure units are re-tenanted at the earliest possible date
- Understand and comply with all relevant legislation and attend and represent Unison at VCAT.
- Ensure accurate preparation, execution and control of documentation associated with the management of head lease properties.
- Ensure punctual attendance for all internal and external business commitments
- Ensure all necessary tasks associated with property management are carried out in an efficient, expedient and professional manner in accordance with the Residential Tenancies Act and Unison policies and procedures and agreements with external agencies.

- Provide assistance to clients to inspect properties including transport and advocacy on behalf of clients with real estate agents or landlords where appropriate.
- Other assistance and outreach for tenants with partner agencies as required by individual clients and the program, in accordance with the program objectives

Administration and Data Collection

- Develop and maintain information and tools about the head leasing programs that can:
 - Facilitate access to private rental properties from Real Estate Agencies
 - Assist clients to access and maintain private rental
- Assist with meeting government and/or partner agency targets for head leasing programs.
- Collect and report relevant client and service delivery data as required, and update and maintain relevant databases and files promptly and accurately.
- Actively participate in and contribute to the organisation's continuous quality improvement program for organisation and service development, review, accreditation and planning.
- Provide monthly reports to the Private Rental Access Team Leader and maintain spreadsheets and reporting required by the Department of Health & Human Services.
- Develop, monitor and record progress in meeting the program aims through own work plan and through maintaining project planning documents as required.
- Attend team meetings and other Unison staff meetings

Private Rental Access Program

- Provide assistance as required across Unison's Private Rental Access Program
- Other duties as requested

Key Selection Criteria

Qualifications and Experience	<ul style="list-style-type: none"> • Qualifications in Social Work, Community Development, Social Sciences OR experience in the Housing or Real Estate sector • Knowledge and understanding of the Residential Tenancies Act (1997) • Knowledge of mechanisms contributing to, and maintaining, disadvantage/poverty and housing insecurity and homelessness • Demonstrated skills and experience in working effectively and sensitively with a broad range of clients, including those with high support needs and challenging behaviours
Personal Qualities	<ul style="list-style-type: none"> • Ability to show initiative, be a self-starter & work autonomously • Ability to cope in a busy dynamic service to meet the requirements of our service and departmental targets for our program. • Approachable with a positive, cooperative and constructive attitude to work and working with others • Ability to be professional and to show empathy
Knowledge and skills	<ul style="list-style-type: none"> • High level communication skills – including verbal and written communication • Well-developed computer skills – word processing, excel, data-bases; • Demonstrated skills and experience within collaborative teams • A current full Victorian driver’s licence
Workplace Health and Safety	<ul style="list-style-type: none"> • Comply with Unison’s OHS policy and applicable legislation. • Regularly inspect own immediate work environment and report any incidents, hazards or near misses that can cause harm or that represent a threat to public safety to the relevant Manager or Supervisor. • Actively participate in hazard elimination where practical.
Safety screening	<ul style="list-style-type: none"> • This role is subject to a satisfactory National Police History check and Working with Children Check. • Applicants who have lived overseas for 12 months or longer during the past 10 years are required to provide the results of an international police check.

Physical Inherent Requirements

Office Duties	<ul style="list-style-type: none"> • Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. • General office-based work such as handling files, various paperwork, attending to phone calls and stakeholder enquiries.
Driving	<ul style="list-style-type: none"> • Required to drive private or Unison owned vehicles.
Work Environment	<ul style="list-style-type: none"> • May be required to work from different sites, including offsite facilities. • Exposure to varied weather conditions.
Lifting and Carrying	<ul style="list-style-type: none"> • Infrequent lifting and carrying of items up to 5kgs.
Bending and Reaching	<ul style="list-style-type: none"> • Required to occasionally bend and reach.

Organisational Relationships

Accountable to	Team Leader - Private Rental Access
Supervises (Day to Day Operations)	None
Internal Liaisons	Private Rental Access Team, IAP team, Management Team, other internal staff, including Corporate
External Liaisons	Real Estate agents, Local Governments, Department of Health & Human Services (DHHS), Support Agencies, Peak bodies and other relevant networks