

## POSITION DESCRIPTION

<b>Position title:</b>	Team Leader Tenancy and Property
<b>Location:</b>	Glenroy
<b>Reporting to:</b>	Manager Tenancy and Property
<b>Direct reports:</b>	Tenancy and Property Workers

VincentCare Victoria was established to provide a range of professional accommodation and support services to people that are facing disadvantage and those that are ageing throughout metropolitan and regional Victoria.

VincentCare Victoria's primary focus is to:

- provide quality services for people at risk or experiencing homelessness, people with a disability, and men and women struggling with complex needs including substance abuse and mental health issues
- advocate for vulnerable and disadvantaged people, respect their dignity and rights and understand their needs so as to provide them with support and encouragement and enable greater independence.

### Our Mandate

VincentCare was established to extend the Christian Mission of the St Vincent de Paul Society to support and advocate on behalf of the most disadvantaged Victorians

### Our Aspiration

To be the leader in providing care, hope and advocacy for those facing disadvantage

### Our Purpose

To create opportunities and lasting change for the most marginalised

### Our Values

VincentCare is committed to expressing Christian love by embedding the following values in its culture:  
*Courage, Leadership, Accountability, Compassion, Excellence, Dignity*

## Diversity and Inclusion

We are committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their cultural background, ability, ethnicity, gender identity, sexual orientation or religion.



## Hubs

VincentCare services to clients are provided through Hubs, with each hub providing a range of support including accommodation, case management outreach.

**Inner Melbourne Community Hub:** Provides a range of accommodation and support services, including crisis accommodation, drug and alcohol case management, and adult outreach.

**Northern Community Hub:** A hub with housing dispersed throughout the community, along with family violence services, case management services and youth outreach services.

**Hume Community Hub:** VincentCare's Hume Community Hub was established in 2016 to incorporate the family violence support programs that have been operating in Shepparton for many years. The Hub also provides emergency relief, financial counselling and capacity building and Home Care Packages.

**VincentCare Community Housing:** VincentCare Community Housing (VCCH) is a registered Housing Provider managing a number of properties and provides tenancy support to clients on behalf of Government and VincentCare Victoria. These include transitional housing properties in the Hume and Moreland LGAs, rooming house, head leased properties and long-term social housing properties in both inner Melbourne and regional Victoria. VCCH works in conjunction with VincentCare Victoria and other community organisations in the provision of housing support to people experiencing disadvantage.

## Strategic Direction

In the past decade, VincentCare has initiated significant transformation, partnerships, leadership and action to guide the way the organisation delivers services to clients. VincentCare has done this to ensure that each individual's work culminates in fulfilling our purpose - to engage, enable and empower Victoria's most disadvantaged. To meet the internal and external drivers of change and success, VincentCare is in the process of adapting and iterating its Operating Model. This Operating Model will integrate the following six initiatives;

1. Elevating the voice, wisdom and critical value points for clients through methods such as client value mapping, end to end customer value chain mapping and client participation
2. Embedding Reconciliation and Diversity into the whole organisation through methods such as cultural change, systems sensitivity and adaptation.
3. Rigorous use of data, analytics and evidence through methods such as KPI reporting, Outcomes based frameworks, Program Logics and a central data hub.
4. Systematic driving of effectiveness and efficiency through methods such as VincentCare's Homelessness Recovery Model (service model), PDCA, Lean, Toyota Production System, Quality and compliance standards
5. Engaging and aligning our people, leadership and culture through collaborative learning approaches to problem solving, solution design, delivery and continuous improvement at the local and service delivery level
6. Driving financial sustainability through careful financial modelling, key metrics and controls, and long-term financial planning.

## ROLE SCOPE AND PURPOSE

Located primarily at Glenroy (Northern Community Hub), the Team Leader Tenancy and Property will assist the Manager, Tenancy and Property to provide leadership to the Tenancy and Property Team

- Co-ordinate and supervise the Tenancy and Property Team (referred to as the Team) to deliver a defined range of tenancy and property management services to a high standard and in accordance with VCCH policies and practices
- Deliver and influence best practice and positive client outcomes across the housing portfolio
- Assist to sustain partnerships with relevant support services to ensure adequate support for renters with complex needs

## ROLE ACCOUNTABILITIES

Key Result Area	Key Accountabilities
<b>Leadership</b>	<ul style="list-style-type: none"> <li>▪ Provide effective day to day co-ordination of the Team's service delivery activities under the direction of the Manager Tenancy and Property</li> <li>▪ Develop a team culture based on VCCH's values of Courage, Leadership, Accountability, Compassion, Excellence, Dignity</li> <li>▪ Ensure that the Team always operates within the terms of the Residential Tenancies Act, Privacy Act and within VCCH operational policies</li> </ul>



	<ul style="list-style-type: none"><li>▪ Facilitation and monitoring to ensure team and individual KPI's are met</li><li>▪ Assist the Manager Tenancy and Property to develop and implement effective systems for communication within the Team, with senior managers and other VincentCare colleagues</li><li>▪ Effectively lead staff through change</li><li>▪ Provide Team members receive with appropriate support, supervision and guidance to enable them to perform to a high level and achieve key performance indicators.</li><li>▪ Facilitate problem solving within the team in a collaborative and safe way</li><li>▪ Where performance may be improved undertake performance improvement with the guidance and support of the Manager Tenancy and Property</li><li>▪ Together with the Manager Tenancy and Property regularly review individual roles and workloads within the Team to ensure team resources are being used effectively, efficiently and fairly</li><li>▪ Work with the Manager Tenancy and Property to ensure that the Team has capable administrative systems in place and access to resources and equipment to operate competently</li><li>▪ Assist in developing a culture within the Team where customers are provided with clear and honest information, consulted on issues of impact and given opportunities to participate in identifying and implementing solutions to housing and support issues</li><li>▪ Actively engage with and utilise line management support and processes including regular training, professional development, and supervision and performance development</li><li>▪ Participate in the recruitment and selection of team members and coordinate the induction of new team members</li><li>▪ Act as the On-Call Manager for designated periods</li></ul>
<b>Service Delivery</b>	<p>Support, lead and enable the Team to deliver high quality services and for them to carry out the following tenancy and property management tasks to a high level:</p> <ul style="list-style-type: none"><li>▪ Allocate vacant properties in line with VCCH policies and procedures</li><li>▪ Ensure rental arrears are within VCCH key performing targets and communicate with customers to resolve rent arrears issues</li><li>▪ Ensure vacancy rates are kept within target</li><li>▪ Ensure that properties are regularly inspected and that they are maintained to established standards</li><li>▪ Arrange maintenance, repairs and cleaning of properties, replacement of furniture and household goods in line with applicable policies</li><li>▪ Maintain detailed data within the Tenancy and Property database.</li><li>▪ Ensure accurate and comprehensive notes and data are recorded in a timely and consistent manner.</li><li>▪ Resolve client conflict and anti-social behaviour</li><li>▪ Act under the Residential Tenancies Act 1997 (RTA) to deal with tenancy issues in accordance with the RTA and relevant VCCH policy</li><li>▪ Prepare for and represent VCCH at the Victorian Civil and Administrative Tribunal (VCAT)</li></ul>



	<ul style="list-style-type: none"><li>▪ Provide excellent customer service to renters and prospective renters</li><li>▪ Support tenancy and property activities</li><li>▪ Collaborate with and refer to support services where appropriate</li></ul>
<b>Partnership and Stakeholder Management</b>	<ul style="list-style-type: none"><li>▪ Assist to proactively manage partner relationships, anticipating stakeholder needs and preventing or resolving any conflict</li><li>▪ Assist in communication with key stakeholders as required to support VCCH internal responsibilities and external obligations</li><li>▪ Positively represent VCCH with all internal and external stakeholders</li></ul>
<b>Financial</b>	<ul style="list-style-type: none"><li>▪ Work with the Manager Tenancy and Property to ensure that the Team operates within the allocated operational budget</li></ul>
<b>Compliance</b>	<ul style="list-style-type: none"><li>▪ Ensure Team members are aware and understand VCCH operational policy and how operational policies are implemented</li><li>▪ Participate in the review of existing and development of new operational procedures</li><li>▪ Ensure all work undertaken within areas of accountability complies with VincentCare values, policies, procedures, codes of conduct and legislative/regulatory requirements and recognised accreditation standards</li><li>▪ Ensure awareness of the policy, legislative and other relevant compliance obligations from day one of a working relationship with VincentCare</li><li>▪ Undertake appropriate training to support understanding of, and compliance with, key VincentCare Victoria policies including work health and safety, equal opportunities, privacy, procurement etc., to meet the required compliance obligations</li><li>▪ Ensure working within appropriate risk management and OH&amp;S procedures and operating practices are embedded within VincentCare's services and accommodation provision to safeguard employee, resident and visitor health, safety and well-being</li><li>▪ Actively participate in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed to meet compliance requirements</li><li>▪ Operate in accordance with VincentCare's schedule of delegated authorities</li></ul>
<b>General</b>	<ul style="list-style-type: none"><li>▪ Other duties as directed appropriate to the position</li><li>▪ Work in a positive and constructive manner</li></ul>

#### Key Contacts

- Manager Tenancy and Property
- State Manager Housing
- Internal and External Stakeholders
- Tenancy and Property Team

#### KEY SELECTION CRITERIA

##### Qualifications

- Relevant tertiary qualification/s or extensive experience working in the community Services Sector and/or



<p>experience within the real estate sector undertaking tenancy or property management.</p> <ul style="list-style-type: none"> <li>▪ A full (Victorian) Drivers Licence</li> </ul>	
<b>Experience</b>	
	<ul style="list-style-type: none"> <li>▪ Demonstrated Tenancy and Property Management experience</li> <li>▪ Demonstrated skills and experience in the direct provision of housing services (government, community or private)</li> <li>▪ Demonstrated skills and experience in supervising, supporting and developing a small team</li> <li>▪ An understanding of and demonstrated experience in application of the Victorian Residential Tenancies Act and VCAT proceedings</li> <li>▪ Demonstrated experience working effectively and sensitively with a broad range of clients, including people with high support needs and challenging behaviours</li> <li>▪ Demonstrated understanding of the issues that confront people at risk of or experiencing homelessness.</li> </ul>
<b>Skills</b>	
<b>Management and leadership</b>	<ul style="list-style-type: none"> <li>▪ Demonstrated ability to work effectively without direct supervision, to take the initiative and to manage a challenging array of tasks and priorities</li> <li>▪ Demonstrated ability to achieve key performance measures and targets</li> <li>▪ Demonstrated skills and experience in the implementation of operational policy</li> <li>▪ Demonstrates a professional manner at all times and leads by example</li> <li>▪ Demonstrated experience of managing and supervising staff across a range of programs and an understanding of the legislative and ethical requirements of staff employment responsibilities</li> </ul>
<b>Stakeholder engagement and liaison</b>	<ul style="list-style-type: none"> <li>▪ Demonstrated skills and experience within inter-agency partnerships</li> <li>▪ Demonstrated ability to build and maintain professional relationships</li> <li>▪ Ability to multi-task effectively, whilst maintaining a confident and professional demeanour when liaising with clients, staff and other stakeholders</li> </ul>
<b>Communication</b>	<ul style="list-style-type: none"> <li>▪ High level communication skills – including verbal and written communication as well as advanced interpersonal skills.</li> <li>▪ Communicates in an open and inclusive manner with all stakeholders (internal and external)</li> <li>▪ Demonstrated capacity to interact with others with sensitivity and diplomacy and to build effective relationships with colleagues, clients and other service providers.</li> </ul>
<b>Administration and Computer literacy</b>	<ul style="list-style-type: none"> <li>▪ Strong computer literacy, demonstrated experience utilising the Microsoft Windows suite of programs, including Word, Excel and Outlook</li> <li>▪ Experience in the use of the Chintaro tenancy and property database is an advantage but not necessary</li> <li>▪ Demonstrated administrative skills, including a high level of data accuracy and uptake as well as strong attention to detail.</li> <li>▪ Has experience of writing quality reports, submissions, policy and procedure</li> </ul>
<b>Personal Attributes</b>	



	<ul style="list-style-type: none"><li>▪ A demonstrated commitment to social justice and to the empowerment of disadvantaged members of the community</li><li>▪ A passion to redress disadvantage in our community and to work diligently toward ending homelessness.</li><li>▪ Ability to show initiative, be a self-starter and work autonomously</li><li>▪ A high level of energy and enthusiasm</li><li>▪ Positive team-working approach</li><li>▪ Ability to relate to people from a diverse range of cultures and backgrounds</li><li>▪ Takes responsibility for guiding and directing others actions to achieve work targets and organisational goals</li><li>▪ Dedicated to meeting both internal and external customer expectations and requirements</li><li>▪ Excellent time management and organisational skills</li></ul>
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### **Mandatory requirements**

All appointments within VincentCare Victoria are subject to satisfactory completion of a police check and character/performance reference checks. Police checks will be undertaken for the selected candidate prior to any job offer being confirmed. Police checks are also undertaken on a periodic basis during the period of employment.

All appointments are subject to disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

The incumbent for this position must have and maintain a current Victorian Working with Children Check or equivalent.