

Role description and person specification

1.0 Contract Specifics

Role Title:	Community Housing Tenancy Services Manager
Role Term:	12 months
Role FTE:	1.0 FTE (38 hours per week)
Role Location:	104 Greenhill Road, Unley
Role Remuneration Range:	SCHADS Social and Community Services Employees Level 7

2.0 The Role Aim

The Community Housing Tenancy Services Manager is responsible for leading the delivery of high-quality tenancy management services across inhousing's housing programs. The role provides strategic and operational leadership to the tenancy team, ensuring compliance with legislative and regulatory requirements, achievement of organisational objectives, and continuous improvement in service delivery.

The role is responsible for monitoring operational performance, managing complex tenancy matters, developing policies and procedures, leading tenancy-related projects, and contributing to organisational planning and business growth. The Community Housing Tenancy Services Manager works collaboratively across the organisation and with external stakeholders to deliver positive housing outcomes for people with disability.

3.0 The Role Benefits

The success of the Community Housing Tenancy Services Manager role will contribute to improved outcomes for people with disability through:

- Providing strategic leadership to ensure high-quality, person-centred tenancy services across all housing programs.
- Building a high-performing tenancy team through effective leadership, supervision and professional development.
- Driving continuous improvement through performance monitoring, quality assurance, policy development and operational planning.

- Supporting informed operational and strategic decision-making through analysis of tenancy performance, data and trends.
- Ensuring compliance with legislative, regulatory and contractual obligations.
- Strengthening stakeholder relationships across government, the community housing sector and disability sector.
- Identifying opportunities to improve service delivery, operational efficiency and business growth.

4.0 The main deliverables

To achieve the above benefits, the Community Housing Tenancy Services Manager is responsible for the following deliverables:

- High-quality tenancy services delivered across all housing programs.
- Effective leadership and performance management of the tenancy team.
- Achievement of tenancy KPIs and service delivery outcomes.
- Effective management and escalation of complex tenancy matters, complaints and safeguarding concerns.
- Compliance with regulatory, contractual and organisational requirements.
- Development and maintenance of tenancy policies, procedures and operational resources.
- Delivery of tenancy-related projects, audits and continuous improvement initiatives.
- Preparation of operational reports, Board reports, budgets and regulatory reporting.
- Accurate management of tenancy systems, data integrity and operational reporting.
- Development and implementation of the Annual Operations Plan.
- Identification and implementation of business improvement and growth opportunities.

5.0 The main work activities

Leadership and Team Management

- Lead, coach and supervise the tenancy and intake teams to achieve organisational objectives.
- Monitor team performance against KPIs and service standards.
- Provide regular supervision and performance feedback to direct reports.
- Foster a positive, collaborative and high-performing team culture.
- Lead regular team meetings.
- Approve timesheets and leave requests.
- Support escalation of complex tenancy matters through guidance and decision-making.

Quality, Compliance and Risk

- Ensure quality tenancy and intake services are delivered across all housing programs.
- Monitor and analyse tenant satisfaction survey results.
- Oversee complaints management processes and manage high-level escalations.
- Respond to quality and safeguarding concerns.
- Lead external audits with regulatory bodies
- Conduct internal audits and coordinate remediation activities.
- Stay informed of legislative, regulatory and industry developments and implement organisational responses.
- Manage annual compliance obligations with SA Housing Trust and other contractual partners.
- Attend SACAT hearings where required.

Operational Management

- Analyse tenancy portfolio performance to identify trends, risks and opportunities.
- Apply and interpret property valuations for market rent setting.
- Manage lease agreements and contractor arrangements.
- Coordinate system access across Chintaro, PIM, Residential Bonds Online and Centrelink.
- Prepare and monitor operational budgets.
- Develop and maintain the Annual Operations Plan.

Policy, Planning and Continuous Improvement

- Develop, review and implement tenancy policies and procedures.
- Develop tenant information resources and operational guidance materials.
- Lead tenancy-related projects and business improvement initiatives.
- Draft Expressions of Interest, tenders and submissions.
- Respond to external policy consultations and provide sector advice where appropriate.
- Identify and propose opportunities for service innovation and business growth.

Organisational Leadership

- Prepare Board reports, briefings and organisational reporting.
- Contribute to Annual Report preparation.
- Participate in Leadership Team meetings.
- Represent inhousing at the Disability Collaboration Group and other relevant forums.
- Work collaboratively across intake, maintenance, construction and corporate services to achieve organisational outcomes.

6.0 Reporting relationships

To guide and support the above work, these are the key Line Support relationships for the Community Housing Tenancy Services Manager.

Responsible to:

- CEO or delegate, and which may be adjusted in line with the needs of the organisation.

Responsible for:

- Team Leaders and staff (as determined by organisational structure).

Good relationships with:

- Leadership Team.
- Internal operational teams.
- SA Housing Trust.
- NDIS Quality and Safeguards Commission.
- Government agencies.
- Contractors and service providers.
- Community housing and disability sector organisations.
- Tenants and their support networks.

7.0 Commitments expected of all staff

To guide and support the aims and benefits of the role, of other roles in the organisation, and of the organisation's positive workplace culture and standing, the role demands an active and consistent commitment to:

- People with disability having personal authority in their lives ('Personhood').
- People with disability having active valued membership in community life and the economy ('Citizenhood').
- People with disability having opportunities to grow in support of the above ('capacity-building').
- The exercise of diplomacy and ambassadorship with external stakeholders, to advance and uphold the organisation's standing.
- The exercise of diplomacy and cooperation with internal stakeholders to support a harmonious, collaborative, and respectful workplace culture where diversity is valued.
- Proactive, respectful, truthful, and solution-focused responses to conflict.
- The exercise of reasonable and sound judgement in relation to safeguards for self, fellow team members, tenants, and stakeholders.
- Support and contribute to the achievement of organisational goals as set out in strategic and business planning documents.
- Participate in activities that support continuous improvement, learning, and good practice.

- Participate in performance planning and review processes and commit to ongoing personal and professional development.

8.0 About the person in the role

Essential general criteria for the person to be suitable for the role include:

- Strong commitment to improving outcomes for people with disability and vulnerable community members.
- Strong leadership skills with a strengths-based approach to management.
- Strong attention to detail and analytical capability.
- Demonstrated ability to manage competing priorities and achieve outcomes within required timeframes.
- Demonstrated ability to work independently and as part of a team.
- Strong written and verbal communication skills.
- Demonstrated ability to build positive working relationships with internal and external stakeholders.
- Commitment to contributing to a safe, respectful, and inclusive workplace culture.

9.0 Essential specific criteria for the person to be suitable for the role, include:

Essential

- Demonstrated experience leading and managing a tenancy, housing or community services team.
- Extensive experience in tenancy management within community or social housing.
- Demonstrated knowledge of the National Regulatory System for Community Housing, Residential Tenancies Act, NDIS Practice Standards and Specialist Disability Accommodation.
- Experience managing quality systems, complaints, safeguarding and compliance.
- Experience developing policies, procedures and operational frameworks.
- Demonstrated experience analysing operational data and preparing reports for senior management or Boards.
- Experience managing budgets and operational planning.
- Strong project management and continuous improvement skills.
- High level computer literacy including housing management systems and Microsoft Office.
- Current NDIS Worker Screening Check.

Desirable

- Personal insight into disability and inclusion.
- Experience with Chintaro and associated housing management systems.

- Experience representing organisations in sector forums and working groups.
- Experience in procurement processes, EOIs and tenders.
- Knowledge of AIHW reporting and government funding requirements.

10.0 Special Conditions (Such as travel requirements, frequent overtime, etc).

Some flexibility with working from home arrangements is available.

The role demands a commitment to:

- Support the integrity of the organisation by maintaining a high standard of personal and professional conduct that supports our values, including:
 - people with a disability having personal authority in their lives
 - people living lives of active citizenship
 - inclusive communities
 - capacity-building
 - the exercise of ambassadorship
 - the exercise of your best judgement in respect of safeguards for you, your fellow team members, people with a disability and their families, and other visitors to our organisation
- We live our values by showing respect, trust and equity
 - engaging in collaboration and codesign
 - showing support
 - engaging in continuous improvement and learning
 - communicating and sharing
 - building relationships
 - committing to inclusion
- Support, and contribute to, the achievement of the Julia Farr group's goals as set out in strategy and business plan documents.
- Initiate, and participate in, activities in support of best practice, a learning organisation, and the generation of knowledge capital.
- Participate in performance planning and review, as frequently as may be required, but at least annually, and commit to ongoing personal and professional development.
- Be willing to change office location if directed as a result of service development and organisational change.

11.0 Signatures

This role description is endorsed by the following Role Sponsor:

Name: Rebecca Petrovic

Title: Strategy Leader, Inclusive Housing and Technology



Signature: _____ Date: 13 / 10 / 2026

This role description is acknowledged by the person doing the role:

Name: _____

Signature: _____ Date: _____