

Position Description

Title:	Manager, Reid’s Guest House
Business unit:	Tenancy, Housing and Crisis Support
Location:	128 Lydiard Street North, Ballarat VIC 3550
Employment type:	Full-time, ongoing
Reports to:	Senior Manager Tenancy Housing & Crisis Support

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We’ve been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We’re there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We’re proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia’s First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

To manage the day-to-day operational requirements of Reid’s Guest House including work distribution, program outputs and consumer outcomes. Operate the Reid’s Guest House program in compliance with legislative, regulatory and funding guidelines and Uniting policies and procedures.

2. Scope

Budget: \$1 million

People:

- Case Manager Support
- Supervisors
- Administrative Assistant
- Client Liaison Officers
- Hospitality Services Attendant

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3. Relationships

Internal

- Senior Managers
- Managers
- Team Leaders
- Other Uniting staff

External

- Consumers
 - Local community providers / partners
 - Government funding bodies
 - Funding stakeholders
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4. Key responsibility areas

Service delivery:

- Manage and oversee the daily operations of the guest house.
- Manage rostering of staff, working hours, leave requests and timesheets.
- Undertake monthly staff meetings.
- Support staff in response to unexpected issues and incidents through instruction, mentoring, training and debriefing.
- Provide appropriate leadership support and supervision to staff in line with Uniting vision, mission, values, policies, and procedure, and identify training needs for staff and arrange appropriate training opportunities.
- Set high standards for staff in professionalism, customer service and effective communication with guests.
- Plan and carry out 6 weekly room inspections.
- Explore and implement relevant additional services to benefit clients.
- Develop and maintain an annual preventative maintenance plan.
- Liaise with internal departments and external agencies on availability of rooms and ensure maximum occupancy.
- Perform client intake using the relevant forms where needed.
- Conduct client update and planning meetings with the Client Services Officer.
- Maintain up to date clients notes and client files.
- Manage, plan and action maintenance requests from staff and clients.
- Oversee the issuing of, written warnings and termination of stay, client appeals and client behaviour management meetings.
- Provide a point of contact for staff when dealing with serious incidents.
- Manage annual facilities improvement plan as per budget, capital expenses and grants
- Manage the invoicing process for referred clients.
- Prepare banking and account reconciliation.
- Liaise with contractors and manage projects in line with priorities and budgets.
- Develop and update Reid’s Business Plan including plans to improve the Guesthouse.
- Prepare budget submissions for senior manager.
- Coordinate supplies and services to the business.
- Manage equipment and supply purchases in line with delegation of authority.
- Perform review of program conditions for clients as appropriate.

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Quality and risk management:

- Compile and complete the Essential Safety Measures annual report in line with legal requirements and lodge with facilities management.
- Implement and ensure the maintenance and operation of key safety systems including CCTV, duress alarms and electronic access systems.
- Develop and implement working instructions, procedures and policies.
- Conduct site inductions for all contractors.

People and teams:

- Establish, lead, coach and inspire an engaged and productive team.
- Lead the team in leading practices and effective process governance.
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting’s values.

Personal accountability:

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - based on a relationship with a current member of Uniting’s workforce; or
 - based on my ongoing work with another organisation.

5. Performance indicators

- **Safety and quality:** All safety and quality measures, incident management and reporting requirements are 100% met.
- **Occupancy:** Occupancy is maintained at or above 90%.
- **Staff management:** 100% staff management responsibilities including recruitment, supervision, appraisals and team meetings are maintained and actioned promptly and in line with Uniting policy.
- **Maintenance:** 100% of building management tasks are completed. An annual maintenance plan is completed and kept regularly up to date.

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- **Financial management:** Income and expenditure is managed within budget and Uniting’s Delegation of Authority.
 - **Consumers:** 100% of consumer processes from referral to exit are effectively maintained and recorded. Processes and procedures are reviewed at least annually.
 - **Business planning:** An annual business plan is developed including a proactive approach to stakeholder engagement and continuous service improvement.
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6. Person specification

Qualifications

- A relevant tertiary qualification in social work, community development and/or demonstrated experience in the provision of casework services in the health or welfare sector.

Experience

- Relevant experience of a human services, welfare or social services role.
- Proven experience in leading and developing a diverse, engaged and cross-functional workforce focused on delivery of client outcomes.
- Demonstrated staff supervision and leadership skills and ability to deal with challenging clients and complex issues.
- Program management and community development experience.
- Well-developed knowledge of and experience in assessments.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values.
 - **Child protection:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
 - **Personal and professional accountability:** aligns team objectives with Uniting purpose, values, policies and procedures, role-modelling accountability for their own actions and learning from mistakes to improve and achieve success.
 - **Communication and engagement:** anticipates the reactions of others and adapt communication approach to meet the needs of the intended audience.
 - **Change and resilience:** understands the need for change and helps their team adapt to the changes, acting as a two-way conduit for information and as a change champion.
 - **Outcomes focus:** considers and plans for effective use of capability and allocated resources in team plans, seeking input on any adjustments to plans required.
 - **Cultural safety:** considers and involves the team to continually improve service delivery and working environment in ways consistent with increasing compliance with external cultural safety compliance and accreditation Standards.
 - **Leadership and teamwork:** addresses issues highlighted by others; providing direct, complete and actionable feedback -positive and corrective in a timely manner.
 - **Sustainable relationships:** recognises individual differences and working styles of team members and uses their strengths to enhance team outcomes.
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7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:

Signature:

Date: