

Position:	Housing Manager
Division:	Community Services & Housing
Reports to:	Community Housing Group Manager
Band:	6

We all want to be part of something bigger than ourselves. And with us, you can be part of an organisation that truly makes a difference. Here's how.

YOUR ROLE | **Housing Manager**

This position provides tenancy and asset management services as well as connecting residents to services they may require to support them in sustaining their tenancies and achieving their goals in life.

YOUR TEAM | **Community Services & Housing**

Our team work together to provide secure, high quality accommodation with integrated services that empowers residents to live life their way.



OUR SHARED VALUES

BaptistCare's Values have been chosen to reflect both what we as an organisation value, and what our customers have said is important to them. That's why we call them our Shared Values. You will recognise the Values are being lived when you hear your customers say:

LOVE

- You help connect me with other residents so that I can socialise and enjoy relationships.
- You are genuinely interested in me and how I'm doing.
- You make me feel special by treating me like a unique individual

RESPECT

- You enable me to live my life to the full, helping me to do so as safely as possible.
- You are respectful and make me feel important.
- You take the time to understand me and what's important to me.

RELIABILITY

- You are highly responsive to my needs.
- You take ownership and follow up. Your actions build trust.
- You are consistent and reliable. You deliver great service every time.

EMPOWERMENT

- You allow me to live the lifestyle I want to live.
- You help me maintain my independence, without all the responsibility of home maintenance.
- We live together in a community and keep an eye out for each other.

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Position Description

Key responsibilities

Major Functional Responsibilities

Meets divisional and organisational objectives by:

- Manage Housing in accordance with Policies and Procedures
- Meets individual or team objectives as determined by Divisional business plan for each financial year
- Demonstrate an ability to work in harmony with and uphold the Purpose and Values of BaptistCare
- Undertake environmental audits
- Undertake annual unit inspections or more frequently if required (Tenancy law allows 4 times in a 12 month period)
- Ensure close liaison with DCJ and utilise Pathways process for placing new Social housing tenants
- Ensure service delivery and financial targets are met
- Maintain accurate records ensuring all legislative requirements are met and follow the WHS and Community Services & Housing manuals
- Manage referrals of problems and make decisions with confidence in own area of responsibility
- Maintain waiting lists of prospective tenants for Affordable Housing
- Undertake tenants eligibility checks, allocation of properties, calculation of rent and orientation of new tenants, involving tours, applications, medical information, etc
- Handle breaches of tenancy including rent arrears, nuisance and annoyance issues, neighbour disputes
- Preparation and lodgement of documents for, and attendance at NCAT hearings
- Prepare Residential Tenancy Agreement (leases) on Housing units and organise sign ups
- Assist with the promotion of Housing within local community and networking with support services agencies
- Monitor vacant properties and develop plans to fill units while minimising vacant days
- Monitor rental payments and provide necessary correspondence and arrange payment plans
- Arrange and organise property inspections for Property Asset Manager and Valuer when required
- Liaise with tenants to arrange maintenance, cleaning and repairs as required
- Implement effective risk management practices eg, Scooter Policy
- Identify residents at risk; liaise with support workers, family, GP etc and make appropriate referrals and collaborate in case management to sustain tenancies
- Undertake exit processes
- Facilitate tenant involvement in decisions that affect the operation of the Housing through appropriate consultative process in which all Tenants can participate
- Provide prompt response to Tenants' enquiries / complaints
- Promote community vitality and actively explore opportunities that raise community spirit and bring positive ambience, making the Housing a great place to live
- Coordinate and facilitate social activities
- Manage onsite Community Centre
- Ensure Tenants are aware of the complaints and appeals process
- Assist in the development of capital budgets, including Capex
- Identify long term property needs of the Housing in consultation with Property Asset Managers
- Prepare and regularly review the information handbook and information materials
- Regularly review and evaluate Tenant Survey Action Plan, seeking feedback from Tenants and respond accordingly through consultative processes
- Ensure SAHF data collection and report requirements are met
- Ensure Community Housing Regulations and legislation requirements met
- Provide reports as required

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Position Description

- Work effectively with Property Managers in the development of new units and upgrade of existing units – meeting timeframes and ensuring product delivery is in accordance with brief
 - Utilise appropriate strategies to adapt to increasing needs of tenants including social, mental, emotional and physical needs
 - Oversee and support the TSC's role in identifies, facilitates and records referrals to appropriate Support Services for tenants and household members
 - Respond to and resolve on-site emergencies
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Business Information, Systems & Communications

Meet team and organisation objectives by:

- Assist in the development of an operational budget
 - Monitor the operational budget including budget expenditure on a monthly basis and report on variances in accordance with BaptistCare policies
 - Report regularly to Community Housing Group Manager
 - Maintain asset register and manage bad debts
 - Coordinate repairs and services of any vehicles
 - Develop, implement and review site-specific scope of works for Housing properties
 - Process invoices and petty cash accounts within delegations under Technology 1
 - Raise purchase orders for items within delegation and budget
 - Maintain Tenants records efficiently and securely
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Leadership/Individual & Team Objectives

Meets individuals and team objectives by

- Maintain viable services by operating within budget
 - Recruit, orientate and supervise staff
 - Review staff position descriptions as required
 - Recruit, orientate and provide mandatory training for volunteers
 - Identify training needs and educational opportunities for staff
 - Implement BaptistCare performance management policy
 - Liaise with Property Manager to ensure that site is maintained in accordance with BaptistCare policies and procedures
 - Monitor contracted services
 - Set and meet work priorities under minimal or no supervision
 - Participate in attendance at meetings and training as appropriate
 - Attend to building related matters in vacant units, bringing them up to standard within budget and delegations limits in a timely manner
 - Take necessary action to ensure occupancy is maximised and achieves budget by utilising a range of marketing approaches
 - Monitor the efficiency and effectiveness of systems to meet service delivery requirements, recommending necessary improvements
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Position Description

Professional Network & Knowledge

Meets individual and organisational objectives by:

- Attend seminars, workshops and training as required
- Develop and maintain excellent relationships with BaptistCare At Home Services, Community Services, Retirement Living and Residential Services and external organisations
- Attend provider forums
- Liaise with other key stakeholders to ensure sustained knowledge of local community needs
- Work collaboratively with clients, carers, staff and government
- Liaise with local council and local residents regarding issues surrounding the boundary of Housing property
- Develop a sound knowledge of property, building and horticulture

Work Health & Safety (WHS)

Take care of your own and others health and safety by:

- Working safely to minimise risks to self and others
- Complying with Work Health and Safety (WHS) policy and procedures
- Reporting any hazards, near misses or incidents through the appropriate channel
- In the event of a work place injury, participate, contribute and engage in Return to Work plans
- Role model appropriate “positive duty” behaviours with regards to Respect@Work

Key requirements

Essential qualifications and experience:

- Hold a Diploma or degree, or equivalent with professional experience
- Previous customer service skills and experience, preferably in housing, or other community services field
- Demonstrated ability to manage the business activities of Housing
- Current driver’s license

Essential competencies:

- Demonstrate an understanding and appreciation of BaptistCare’s Christian identity and promote the organisation’s values through interactions at work
- Excellent skills in building effective customer relationships, building a community and maintaining a welcoming and harmonious ambience
- Demonstrated capability to manage diversity and implement social inclusion strategies
- Ability to successfully manage tenancies and negotiate leases
- Ability to work in harmony with, and support the Purpose and Values of BaptistCare
- Leadership capability and effectively manage staff
- Excellent verbal and written communication skills and ability to liaise professionally with all stakeholders
- High level computer skills

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Position Description

- Strong organisational, negotiating and problem solving skills
- Ability to work as part of a team
- Ability address on-site emergencies
- Experience of working with individuals with complex needs
- Proven organisational and time management skills, including the ability to prioritise own workload
- Ability to maintain confidentiality and act with professionalism at all times

Desirable qualifications, competencies and experiences:

- Previous experience working with aged people and/or women and children
- Knowledge of Community Housing Policies

Other important information

Here are some other important items to take note of:

- This position description and your letter of offer outlines the terms and conditions of your employment
 - You will successfully complete all prescribed mandatory training and participate in an annual plan and appraisal development process
 - It is a requirement of the role that you undergo a Police Background Check
 - You will be required to hold (or willingness to obtain) a current Working with Children Check
 - This is not a complete list of what is expected in your role. You are required to complete additional tasks that may be asked of you having regard for your skills, training and experience.
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