

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people regain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title: Operations Manager, Mission Australia Housing

Status:	Permanent Full Time
Reports to:	National Operations Manager
Position Purpose:	To successfully deliver the tenancy and property management services in Tasmania including Clarendon Vale & Rokeby (CV&R). The role is responsible for monitoring the operations of the business in Tasmania, reporting on the operational performance, training and developing staff, reviewing operational policies and procedures and developing and exploring new business opportunities and partnerships. The position must provide guidance, support, collaboration and co-operation to the asset, community development, services and stakeholder engagement teams of MA and MAH as well as external stakeholders including State Government.

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Operations Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none">Adapts to changing circumstancesIdentifies opportunities, trends and develops strategiesProvide support and supervision to housing operations team and other MAH teams as required.	<ul style="list-style-type: none">Adapts to changing circumstancesIdentifies opportunities, trends and develops strategiesAll HR, Finance and other company administration is delivered in accordance with policy.

<ul style="list-style-type: none"> Administration and management of all housing staff in the office. Prepare a range of reports in regard to the running of the service including tenancy, rental arrears, waiting list and vacancy reports. To be used internally and externally. Ensure housing operations team are meeting benchmarks Provide high level client/staff issue support including issue escalation and complaints. Identify staff training and development needs and respond as appropriate Maintain positive working relationships with stakeholders Assist in annual policy reviews and updating of housing documents 	<ul style="list-style-type: none"> Staff are supported to perform their roles in a motivated and effective fashion, in keeping with the formal processes and procedures of Mission Australia. Accurate and detailed Weekly, Monthly and Quarterly reports are provided to MAH team highlighting the progress of Operations Team All KPI's and benchmarks are being met or exceeded Client queries and complaints are managed effectively and in line with policy Support agencies and government organizations are met with regularly.
Key Result Area 2	Project & Risk Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Adapts to changing circumstances Identifies opportunities, trends and develops strategies Conveys complex concepts to stakeholders in a structured, simplified fashion Able to assess materiality of risks and issues Sets clear, measurable, SMART targets and goals (direction) in line with MAH and MA strategy and business plans Defines clear roles and responsibilities Holds teams accountable for delivery Demonstrates courage in leadership to confront issues and risks Thinks ahead; implements contingency plans Is commercial in decision making Monitors progress of deliverables and outcomes 	<ul style="list-style-type: none"> Targets and goals are met in line with Mission Australia's strategy and business plans. Projects are initiated that align with changing circumstance, trends and opportunities with the industry. Risk in all operational matters is effectively monitored and managed. Risk management plan is regularly reviewed, updated and communicated to stakeholders. Contingency plans are implemented and periodically reviewed. Measurable progress of deliverables and outcomes by effectively monitoring team performance. Leadership is demonstrated when confronted with issues and arising risks to the business.
Key Result Area 3	Staff and Stakeholder Relationship Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Identifies property and tenancy management staff knowledge gaps and develops staff training plans. Assists with the preparation of training of and support of "frontline" service staff Represent MAH at functions, seminars and the like as required 	<ul style="list-style-type: none"> Staff knowledge gaps are addressed and staff training plans developed to support "frontline" service staff. Effective and positive relationships are developed and maintained with internal and external stakeholders. New partnerships are established which

<ul style="list-style-type: none"> • Demonstrates an awareness of own interpersonal style and how it impacts on others • Builds trust and rapport with internal and external clients • Seeks opportunities to partner and transfer knowledge across a broad network • Encourages the heart to understand and drive people's motivation • Communicates Mission Australia's message with a focus on a fairer Australia and compassion for clients • Leads by example with Mission Australia values • Demonstrates enthusiasm to share common goals and take people on a journey • Anticipates future direction of clients and articulates to teams • Fosters an environment that focuses on client satisfaction and results • Develop strong working relationships with a range of external stakeholders including real estate agents, private owners and other housing providers • Develop strong relationships with tenants • Develop relationships with a range of internal stakeholders including colleagues, management, and other MA services. • Provide a range of regular reports to support partners and funding bodies regarding their clients and program 	<p>inform MAH's strategy and the sharing of information in the industry.</p> <ul style="list-style-type: none"> ❓ Future direction of client needs is accurately anticipated and communicated to team members. ❓ Lives the values of Mission Australia ❓ Constructive and respectful relationships are built with Housing staff and other stakeholders. ❓ Support agreements are developed between Mission Australia Housing and support providers ❓ Regular meetings with stakeholders are conducted ❓ Feedback is sought from stakeholders ❓ Formal meetings are held with tenants and support agencies
Key Result Area 4	Compliance and Reporting
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Proactively manages, in conjunction with National Operations Manager and Risk and Compliance Team, operational risk and compliance ensuring service providers are delivering to the standard outlined in their service contract. Operational risk includes all WHS, accreditation and registration • Works with Risk and compliance section to ensure compliance, prepare reports and other documents as required by the National Operations Manager • Input into MAH Business Plan 	<ul style="list-style-type: none"> • Compliance requirements for WHS, registration and accreditation are fully met or exceeded. • Contribution and input into MAH Business Plan on a regular basis

Key Result Area 5	Continuous Improvement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Remains abreast of industry trends and “best practice” Development of new housing projects and partnerships 	<ul style="list-style-type: none"> Current procedures/systems meet business needs or recommendations for improvement are provided. New Housing projects and Partnerships are actively pursued and developed. “Best practice” standards are adhered to

Purpose and Values

- Actively support Mission Australia’s purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia’s Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- Previous operational management experience in similar field
- Experience in community or public housing sector
- Current Tasmanian Driver’s License
- Competent in using computer packages such as Office 2000 including Word, Excel and Power-Point.
- Senior First Aid Certificate or willingness to gain it
- Satisfactory Criminal Record Check and Working with Children Check

- Understanding of the needs of people on low incomes and vulnerable people

Key challenges of the role

- Need for personal resilience and ability to work in a community based and isolated setting in a manner reflective of the principles of community development and collective impact.
- Frequent interaction with tenants in domestic settings can lead to a high rate of mandatory reporting to government agencies.
- Numerous regulatory requirements and requirement to constantly maintain professional qualification through reporting, study and interaction with regulator.
- Ability to focus on detailed requirements of daily tenancy and property management while being mindful of the long term project plan and goals.
- Ability to be flexible, open and co-operative with a range of internal and external stakeholders.

Approval

Christine Collins

June 2017

Manager name

Approval date