

Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain 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:	Regional Manager, Housing Services
Division:	Housing
Reports to:	National Manager, Housing Services
Position Purpose:	<p>To successfully deliver client, tenancy and property management services in identified MAH Regions, including existing and future projects. The role is responsible for monitoring the operations of the business in the region, 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 Local and State Government.</p>

Position Requirements

Key Result Area 1	Operations Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Adapts to changing circumstances Identifies opportunities, trends and develops strategies. Provides support and supervision to housing operations team and other MAH teams as required. Administration and management of all housing staff in the office. Prepares a range of reports in regard to the running of the service including tenancy inspections, rental arrears, waiting list, vacancy reports and program specific requirements that may be unique to the region. To be used internally and externally. Ensure staff are sufficiently trained in new processes and understand the key deliverables Ensures housing operations team/s are meeting benchmarks. Provides high level client/staff issue support including issue escalation and complaints. Identifies staff development needs and respond as appropriate. Maintains positive working relationships with stakeholders. Assists in annual policy reviews and updating of housing documents. 	<ul style="list-style-type: none"> Adapts to changing circumstances Identifies opportunities, trends and develops strategies. All HR, Finance and other company administration is delivered in accordance with policy. 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 KPIs 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 and Risk Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Contributes to strategic and business plans. Development and management of local area plans. Conveys complex concepts to stakeholders in a structured, simplified fashion. Able to assess materiality of risks and issues. 	<ul style="list-style-type: none"> Targets and goals are established and met in line with Mission Australia Housing'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.

<ul style="list-style-type: none"> • 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 service 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. • Manage and integrate new business opportunities. 	<ul style="list-style-type: none"> • 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. • Regularly reports on project and operational outcomes.
Key Result Area 3	Stakeholder and 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. • 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. • 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 takes people on a journey. • Anticipates future direction of clients and articulates to teams. • Fosters an environment that focuses on client satisfaction and results. • Develops strong working relationships with a range of external stakeholders such as real estate agents, private owners and other housing providers. 	<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 inform MAH’s strategy and the sharing of information in the industry. • 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.

<ul style="list-style-type: none"> • Develops strong relationships with tenants. • Develops relationships with a range of internal stakeholders including colleagues, management, and other MA services. 	
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 Manager, Housing Services 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 Manager, Housing Services. • Input into MAH Business Plan. • Provide a range of regular reports to support partners and funding bodies regarding their clients and program. • Undertake monitoring, reporting and quality assurance tasks required for the identified programs for their region. 	<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. • Reports are provided to internal and external providers as required.
Key Result Area 5	Continuous Improvement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Works within a framework of continuous quality improvement. • Remains abreast of industry trends and “best practice”. • Identifies opportunities to improve services and develops and implements improvement programs to respond to improvement opportunities. • Provides opportunities for stakeholders to provide feedback and uses this to inform service improvements. 	<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 and leads development and implementation of service improvement projects. • Stakeholder feedback is reviewed regularly.
Key Result Area 6	Tenant/Client and Community Engagement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Actively encourage team members to engage with tenants to encourage participation in MAH and community programs and initiatives. 	<ul style="list-style-type: none"> • Tenants actively engage in initiatives and programs.

<ul style="list-style-type: none"> • Actively contribute to developing and implementing strategies that connect tenants to additional supports where a need is identified. • Participate in discussions to develop responses to adverse tenant feedback. • Manage informal and formal appeals and complaints with a view to empowering tenants and seeking continuous quality improvement. • Provide input into the quarterly newsletter, website and other MA Housing publications. 	<ul style="list-style-type: none"> • Strategies to support tenants to address their needs are developed and implemented throughout the year. • All adverse tenant feedback is appropriately addressed. • Appeals and complaints are encouraged, managed efficiently and outcomes used to improve services. • Articles are developed for the quarterly newsletter and other media
Key Result Area 7	Integrated Service Delivery
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Work within a framework of Integrated Service Delivery. • Support the community development (CD) team through an integrated service delivery approach encouraging collaboration between Housing teams to achieve positive outcomes. • Work collaboratively to deliver services to clients and community. • Drive a national and consistent approach with local context across the three service stream teams (Housing, Assets and CD). 	<ul style="list-style-type: none"> • Integrated Service Delivery is embedded across the Housing Team. • Housing Teams are supported to engage and collaborate with CD and Asset Teams. • Positive working relationships are established across the operations team. • National processes are developed and implemented across housing that provide for local context.

Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety
- To acquire and keep up to date knowledge of work health and safety matters
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Leadership

- Set the Leadership standards through demonstration of values based leadership and actively promote values based behaviours within Mission Australia

- Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly
- Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia's current and future needs
- Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues

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 leading a team
- Extensive experience in community or public housing sector
- Current State 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

Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes
- Builds and maintains sustainable internal and external relationships
- Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure

- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues
- Ability to deal with ambiguity and complexity
- Demonstrated strong leadership skills with effective change management capabilities

Key challenges of the role

- Need for personal resilience and ability to work in a community based and sometimes isolated setting in a manner reflective of the principles of community development and collective impact
- Ability to work across a number of sites in the identified region
- Frequent interaction with tenants in domestic settings can lead to a high rate of mandatory reporting to government agencies
- Numerous regulatory requirements and requirements to constantly maintain professional standards through reporting, study and interactions with the 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

Compliance checks required

- | | |
|-------------------------|--------------------------|
| Working with Children | <input type="checkbox"/> |
| National Police Check | <input type="checkbox"/> |
| Vulnerable People Check | <input type="checkbox"/> |
| Drivers Licence | <input type="checkbox"/> |
| Other (prescribe) | <input type="checkbox"/> |

Approval

Adrianna Burnes-Nguyen

June 2021

Manager name

Approval date