

TENANCY WORKER POSITION DESCRIPTION

TARGETED CARE PACKAGES (TCP) PROGRAM

SOUTHERN REGION

At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

So come and join us at Anglicare Victoria where there is a rewarding career ready for you in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.



Position details

Position	Tenancy Worker
Program	Targeted Care Packages (TCP)
Classification	SCHADS Award Level 3 (Youth Worker Class 2) (Classification will be dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award)
Hours	Part Time
Hours per week	7.6
Duration	Fixed Term
Fixed term end date	30/6/20
Location	Dandenong office
Reporting Relationship	This position reports directly to the TCP Team Leader
Effective date	January 2020

Overview of program

The Targeted Care Packages (TCP) Program provides an individualised model of support with funding tailored to the social and developmental needs of children, young people and their families who are subject to statutory orders by the Department of Health and Human Services, Child Protection. TCP encompasses a number of placement options including kinship care, foster care, home based care, semi-independent living and independent living. TCP's are a creative and innovative support option aimed at transitioning children and young people out of or prevent them from entering residential care.

Position Objectives

Under the direction of the Team Leader TCP, you will be accountable for:

1.	Providing tenancy management of the head leased properties in the TCP program.
2.	Working closely with the central office Anglicare Victoria Property Team to ensure the properties are well maintained, including overseeing maintenance requirements for each of the properties.
3.	Liaise with local agents, owner's corporations, property owners and neighbours associated with the TCP properties to ensure good communication is maintained and strong relationships are built.

Key responsibilities

The key responsibilities are as follows but are not limited to:


1.	Liaise with the central office Anglicare Victoria Property Team to schedule maintenance, repairs and cleaning of properties.
2.	Be present on site to oversee repairs carried out by contractors.
3.	Manage tenancies from lease sign up to exit.
4.	Ensure properties are maintained to acceptable standards including completion of OH&S audit requirements.
5.	Oversee client rental contributions required and follow up rent arrears as necessary.
6.	Liaise with estate agents and owners corporations attached to the TCP head lease properties.
7.	Address neighbourhood complaints and disputes.
8.	Other duties as required

Key Selection Criteria

The Key Selection Criteria are based on role specific requirements **and** the Anglicare Victoria Capability Framework. Applicants are required to provide a written response to **both** a) and b).

a) Role specific requirements

Applicants are required to provide a written response to the role specific requirements. The five criteria are to be addressed individually (no more than 2 pages in total).

	1. Relevant tertiary qualifications in the field of property management and/or social work are highly desirable. Experience working in the Community Services Sector and/or knowledge of the welfare sector will also be considered.
	2. Resilience to work with and support clients who have experienced trauma.
	3. Demonstrate excellent communication skills with the ability to remain professional in challenging situations.
	4. Experience within the real estate sector, particularly in tenancy and property management functions, maintenance coordination and an understanding of the Residential Tenancies Act (1997).
	5. Commitment to the principles and practice of quality care in out of home care settings for the most vulnerable and disadvantaged young people, and to promote autonomy and self-determination for the TCP client cohort.

Key Selection Criteria (continued)

b) Anglicare Victoria Capability Framework

Applicants are required to provide a written response to the Anglicare Victoria Capability Framework. Applicants are to describe how they demonstrate the characteristics in each of the three nominated capability groups; **Personal Qualities**, **Relationship and Outcomes**, and **Leading People** (no more than 1 page in total).

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today's changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.

Personal Qualities



Displays Resilience

Thrives in a changing environment. Handles ambiguity.

Maintains a positive attitude and continues to deliver exceptional results in the face of challenging situations.

Has a learning mindset

Shows drive and motivation and a commitment to learning. Strives for continual improvement by looking for ways to challenge and develop.

Brings an innovative approach, fresh thinking and curiosity to develop practical solutions.

Shows cultural awareness

Respects difference in all its forms.

Values diversity as a strength and positively utilises diversity.

Relationships and Outcomes



Puts clients first

Acts to make a real difference in their work.

Is passionate about providing exceptional service to clients, customers and end-users.

Works collaboratively

Collaborates with others and values their contribution. Skilled at building strong and authentic relationships.

Demonstrates technical and professional acumen

Creates distinctive value for clients and Anglicare Victoria by applying a range of technical and professional capabilities to deliver quality outcomes.

Leading People



Manages, coaches and develops people

Engages, motivates employees and volunteers to develop their capability and potential.

Inspires direction and purpose

Creates a positive and engaged team environment.

Communicates goals, priorities and vision and recognise achievements.

Leads change

Leads, supports, promotes and champions change, and assist others to engage with change.

Occupational health & safety (OHS)

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

- take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company's OHS policies and procedures
- take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
- report all injuries, illness or 'near misses' to their Supervisor or Manager
- participate in relevant health and safety training based on roles and responsibilities
- as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

Cultural Safety in the Workplace

Anglicare Victoria recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria's commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Conditions of employment

- Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
- All offers of employment at Anglicare Victoria are subject to a six month probationary period. The staff member will be asked to participate in an annual performance review linked to objectives set out for the position.
- All offers of employment are subject to a satisfactory Criminal History Check, a current Driver's License and an Employment Working with Children Check prior to commencement.

Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____