

## Mission Australia

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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.

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## Position Details:

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Position Title:	Team Leader, Tenancy Services
Division:	Housing
Reports to:	Regional Manager, Housing Services
Position Purpose:	<p>To successfully deliver tenancy and property management services by leading the daily management of the tenancy operational team in a specified region. The role must ensure that high operational standards are met through detailed work plans while also ensuring that the long term goals of MAH are supported and achieved. The position must provide guidance, support, collaboration and co-operation to the asset, community development and internal stakeholder engagement teams of MA and MAH as well as external stakeholders.</p> <p>The Team Leader provides coaching and support for a team of dedicated employees who provide the highest quality, most effective and caring service to service users in accordance with the organisational values.</p>

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## Position Requirements

Key Result Area 1	Operations Leadership & Management
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>• Manages resources with respect to day-to-day tenancy services.</li> <li>• Is accountable for all tenancy management activities for the region.</li> <li>• Provide support and supervision to Housing Officers and Senior Housing Officer.</li> <li>• Administration and management of tenancy staff in the office.</li> <li>• Prepare a range of reports in regards to the running of the service including tenancies, rental arrears and vacancy reports.</li> <li>• Support tenancy staff to meet and exceed benchmarks.</li> <li>• Provide high level client/staff issue support including issue escalation and complaints.</li> <li>• Identify staff training and development needs and respond as appropriate.</li> <li>• Maintain positive working relationships with stakeholders.</li> <li>• Contribute to annual policy reviews and updating of housing documents.</li> <li>• Identifies property and tenancy management staff knowledge gaps and develops staff training plans.</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>• Staff are supported to perform their roles in a motivated and effective fashion, in keeping with the formal processes and procedures of Mission Australia.</li> <li>• Accurate and detailed reports are provided to the Housing team highlighting the progress of the housing team.</li> <li>• All KPI's and benchmarks are being met or exceeded.</li> <li>• Tenant queries and complaints are managed effectively and in line with policy.</li> <li>• Support agencies and government organizations are met with regularly.</li> <li>• Staff knowledge gaps are addressed and staff training plans developed to support "frontline" service staff.</li> </ul>
Key Result Area 2	Tenancy Management Services
<p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>• Support staff in the tenancy services team to ensure a consistent client centred approach to housing operations.</li> <li>• Manage tenancy breaches and work with tenants to assist and support them to maintain their tenancies.</li> <li>• Attend tenancy hearings where necessary to represent the interests of Mission Australia Housing.</li> <li>• Ensure the housing team have a sound understanding of their roles and tasks and act in accordance with all relevant legislation.</li> </ul>	<p><b>Position holder is successful when</b></p> <ul style="list-style-type: none"> <li>• Clients, including applicants and tenants are provided with an informative and quality service and supported to meet their housing needs.</li> <li>• Tenants are supported in maintaining their tenancies resulting in successful and long lasting tenancies.</li> <li>• Complex hearings are attended by Team Leaders.</li> <li>• The tenancy team have been provided with the training, tools and support to carry out their roles.</li> <li>• Rent arrears benchmarks are exceeded.</li> </ul>

<ul style="list-style-type: none"> <li>• Monitor rent arrears and take action in line with Mission Australia Housing’s policy and procedures and relevant tenancy legislation.</li> <li>• Ensure that core operational tasks including rent reviews, property inspections and allocations are carried out by the housing team as required.</li> <li>• Management of complex client tenancies at risk, including participation in a range of case co-ordination activities to facilitate early intervention and support planning for clients with housing and support needs.</li> </ul>	<ul style="list-style-type: none"> <li>• All housing tasks are done on time as required.</li> <li>• Tenants are supported in maintaining their tenancies and are working with MAH partner wrap around services, resulting in successful and long lasting tenancies.</li> </ul>
<b>Key Result Area 3</b>	<b>KPI Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Ensure quality, financial and performance targets of the region are achieved.</li> <li>• Sets clear, measurable, SMART targets and goals in line with Housing strategy and business plans.</li> <li>• Holds teams accountable for service delivery.</li> <li>• Thinks ahead; implements contingency plans.</li> <li>• Is commercial in decision making.</li> <li>• Monitors progress of deliverables and outcomes.</li> <li>• Regularly reports on all areas of tenancy services.</li> </ul>	<ul style="list-style-type: none"> <li>• Targets are met and continuous improvement reviews are undertaken.</li> <li>• All specific KPIs and targets are achieved and maintained.</li> <li>• Measurable progress of deliverables and outcomes are realised by effectively monitoring team performance.</li> <li>• Contingency plans are implemented and periodically reviewed.</li> <li>• Leadership is demonstrated when confronted with issues and arising risks to the business.</li> <li>• Regularly reports on project and operational outcomes.</li> </ul>
<b>Key Result Area 4</b>	<b>Reporting &amp; Compliance</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Prepare a range of reports, monitor business requirements and provide direction to staff in regards to service delivery including tenancies, rental arrears, and vacancy reports.</li> <li>• Provide assistance with annual tenant surveys and report on findings to management.</li> <li>• Provide a range of regular reports to support partners and funding bodies regarding their clients and programs.</li> </ul>	<ul style="list-style-type: none"> <li>• All reports and correspondence requirements are delivered within required timeframes.</li> <li>• Tenants are supported to participate in annual tenant surveys.</li> <li>• Input is provided into quality improvement plans.</li> <li>• MAH data integrity is maintained at a high level.</li> </ul>

<ul style="list-style-type: none"> <li>Maintain MAH data and records in a quality manner to facilitate planning, quality management and reporting.</li> </ul>	
<b>Key Result Area 5</b>	<b>Relationship &amp; Stakeholder Management</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Develop strong working relationships with a range of external stakeholders, government and NGO service providers.</li> <li>Develop strong relationships with tenants.</li> <li>Develop relationships with a range of internal stakeholders including colleagues, management, and other MA services.</li> </ul>	<ul style="list-style-type: none"> <li>Support agreements are developed between MAH and support providers and key stakeholders.</li> <li>Regular meetings with stakeholders are maintained.</li> <li>Feedback is sought from stakeholders.</li> </ul>
<b>Key Result Area 6</b>	<b>Tenant and Community Engagement</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Actively engage with tenants to encourage participation in MAH and community programs and initiatives.</li> <li>Actively contribute to developing and implementing strategies that connect tenants to additional supports where a need is identified.</li> <li>Participate in discussions to develop responses to adverse tenant feedback.</li> <li>Manage informal appeals and complaints with a view to empowering tenants and seek continuous quality improvement.</li> <li>Provide input into the quarterly newsletter, website and other MAH publications.</li> </ul>	<ul style="list-style-type: none"> <li>Tenants actively engage in initiatives and programs.</li> <li>Strategies to support tenants to address their needs are developed and implemented throughout the year.</li> <li>All adverse tenant feedback is appropriately addressed.</li> <li>Appeals and complaints are encouraged, managed efficiently and outcomes used to improve services.</li> <li>Articles are developed for the quarterly newsletter and other media.</li> </ul>
<b>Key Result Area 7</b>	<b>Integrated Service Delivery</b>
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Work within a framework of Integrated Service Delivery.</li> <li>Support the Community Development team through an integrated service delivery approach encouraging collaboration between Housing teams to achieve positive outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>Integrated Service Delivery is embedded across the Tenancy Team.</li> <li>Tenancy staff collaborate with Community Development and Asset Teams.</li> <li>Positive working relationships are established across the Operations team.</li> </ul>

<ul style="list-style-type: none"> <li>• Work collaboratively with the National Managers to deliver services to clients and community.</li> <li>• Drive a national and consistent approach with local context across the three service stream teams (Housing, Assets and CD).</li> </ul>	<ul style="list-style-type: none"> <li>• National processes are developed and implemented across housing that provide for local context.</li> </ul>
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## 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 (e.g.: 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

- Extensive experience in community or public housing sector;
- Experience managing staff;
- Current Driver's License;
- Competent in using computer packages such as Microsoft Office, including Word, Excel and Power-Point;
- Senior First Aid Certificate or willingness to obtain 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, decisions and reasons confidently, clearly and concisely selecting the appropriate medium;
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved by 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;
- Frequent interaction with tenants in domestic settings can lead to a high rate of mandatory reporting to government agencies;
- 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;
- Leading and supporting staff through a framework of continuous quality improvement.

### Compliance checks required

- Working with Children
- National Police Check
- Vulnerable People Check
- Drivers Licence
- Other (prescribe)  \_\_\_\_\_

### Approval

Adrianna Burnes-Nguyen

July 2021

Manager name

Approval date

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