

## 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:	Team Leader Tenancy Services
Division:	Housing
Reports to:	Manager Housing and Community Services
Position Purpose:	To deliver a wide range of tenancy and property management services to clients on low to moderate incomes and clients with complex needs.

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

Key Result Area 1 Leadership & Resource Management	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"><li>• Manage the human, financial and physical resources of the nominated area to established standards and benchmarks.</li><li>• Provide effective coordination, advice and leadership for staff working within the designated area and ensure access to a range of training and development activities for staff designed to achieve best practice in client service.</li></ul>	<ul style="list-style-type: none"><li>• Work is undertaken within established guidelines, systems and processes with limited supervision and direction of the Manager Housing and Community Services (H&amp;CS).</li><li>• The Team Leader Tenancy is responsible for providing leadership and supervision to the nominated Tenancy Team and meeting all standards and benchmarks.</li><li>• Tenants are supported in maintaining their</li></ul>

<ul style="list-style-type: none"> <li>• Management of complex client tenancies whilst they are 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> <li>• Provide high level policy and program advice to the Manager H&amp;CS in relation to the development of property and service plans.</li> <li>• Provide timely and accurate advice and information with regard to the services provided by MAH and other services for clients with support needs.</li> <li>• Prepare high level correspondence, project documents, business case proposals, reports and submissions for senior management, the MAH Executive.</li> <li>• Represent MAH at NCAT Tribunal hearings where necessary</li> <li>• Maintain MAH data and records in a quality manner to facilitate planning, quality management and reporting</li> </ul>	<p>tenancies and working with MAH partners and wrap around services resulting in successful and long lasting tenancies.</p> <ul style="list-style-type: none"> <li>• Duties have a major impact on the efficiency and effectiveness of the Business Units asset and client service programs, including the development and implementation of service delivery models.</li> <li>• The position provides authoritative advice and recommendations regarding MAH property and tenancy management, the broader service and support system and the operations of the nominated area.</li> <li>• All reports, project documentation correspondence requirements are delivered within required timeframes</li> <li>• MAH data integrity is maintained at a high level.</li> </ul>
<b>Key Result Area 2 Performance Management</b>	
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Manages nominated area resources with respect to day-to-day client service.</li> <li>• Be accountable for all property and tenancy management activities for the area.</li> <li>• Through the effective management of a team, ensure the quality, financial and performance targets of the area are achieved</li> <li>• Liaise and actively work with the Tenant Engagement Officer to ensure tenants are encouraged to participate in organisational programs and initiatives, and the Tenancy Advisory Group (TAG) .</li> <li>• Actively source tenant feedback on the housing program and gather and</li> </ul>	<ul style="list-style-type: none"> <li>• Regular meetings occur; staff have regular One on Ones and up-to-date current PDAs.</li> <li>• All property inspections are conducted within required timeframes.</li> <li>• All specific targets are met and continuous improvement reviews are undertaken.</li> <li>• Increased participation in TAG across the area</li> <li>• Tenants are provided the opportunity to</li> </ul>

<p>present this to management as required.</p> <ul style="list-style-type: none"> <li>• Provide input into the newsletter in terms of stories and other program information and data.</li> </ul>	<p>provide feedback to the organisation and provided information regarding their rights and responsibilities.</p> <ul style="list-style-type: none"> <li>• Articles are developed for the newsletter.</li> </ul>
<b>Key Result Area 3 Stakeholder Engagement</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 4 Compliance and Reporting</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 and provide direction to staff in regards of the service including tenancy, rental arrears, waiting list and vacancy reports.</li> <li>• Provide assistance with annual tenant surveys and report on findings to MAH Board.</li> <li>• Provide a range of regular reports to support partners and funding bodies regarding their clients and program</li> <li>• Support the Manager H&amp;CS in the preparation of tender and EOI when necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• All specific KPIs and targets are achieved and maintained.</li> <li>• Annual tenancy survey timeframes and targets are met.</li> <li>• Regular feedback to service providers and partners is maintained.</li> </ul>
<b>Key Result Area 4 Complaints Management</b>	
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>• Ongoing promotion of MA Housing appeals and complaints policy</li> <li>• Regular reporting / monitoring on appeals and complaints</li> <li>• Ensuring MAH policies and procedures are up to date and in line with best practice</li> </ul>	<ul style="list-style-type: none"> <li>• Tenants, applicants and stakeholders are regularly informed of their right to appeal/complain and avenues of complaints.</li> <li>• Appeals and Complaints register kept and reported to SMT and Board on a regular basis.</li> <li>• Policies reviewed on an annual basis, using</li> </ul>

<ul style="list-style-type: none"> <li>Ensure operations staff have understanding of appeals and complaints process</li> </ul>	<p>national standards and state legislation</p> <ul style="list-style-type: none"> <li>Ongoing support and training for staff members undertaken to ensure good knowledge of appeals process</li> </ul>
<b>Key Result Area 5 Workplace Health &amp; Safety</b>	
<b>Key tasks</b>	<b>Position holder is successful when</b>
<ul style="list-style-type: none"> <li>Actively participate in and contribute to MAH Workplace Health and Safety processes, including the development and implementation of safety systems, improvement initiatives and related training, ensuring that quality and safety improvement processes are in place and acted upon.</li> </ul>	

## Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

## 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**

## Position Description |

- Relevant tertiary qualifications in relevant discipline and/or equivalent knowledge and skills and experience with demonstrated commitment to ongoing professional development
- Satisfactory Criminal Record Check and Working with Children Check

### Key challenges of the role

- To provide effective tenancy management services to a wide range of people some with complex issues.
- To work with a variety of services, agencies and key stakeholders to ensure successful and long term tenancies.

### Compliance checks required

Working with Children ☐

National Police Check ☐

Vulnerable People Check ☐

Drivers Licence ☐

Other (prescribe) ☐

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### Approval

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Manager name

Approval date