Mission Australia

About us:	Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.
	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.
	Together we stand with Australians in need, until they can stand for themselves.
Purpose:	Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.
	"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)
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:	Regional Manager, Housing Services
Position Purpose:	To successfully deliver tenancy and property management services by leading the daily management of the housing operations team in an area. 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, services and stakeholder engagement teams of MA and MAH as well as external stakeholders.
	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.

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

Key Result Area 1	Operations Management
Key tasks	**Position holder is successful when**

• Manages nominated area resources with respect to day-to-day client service.	• Staff are supported to perform their roles in a motivated and effective fashion, in keeping with the formal processes and procedures of Mission Australia.
• Is accountable for all tenancy management activities for the area.	• Accurate and detailed reports are provided to MAH team highlighting the progress of the housing team
• Provide support and supervision to housing team	
• Administration and management of housing staff in the office.	• All KPI's and benchmarks are being met or exceeded
• Prepare a range of reports in regard to the running of the service including tenancy, rental arrears, waiting list and vacancy reports.	• Client queries and complaints are managed effectively and in line with policy
	• Support agencies and government organizations are met with regularly.
• Support housing staff to meet and exceed benchmarks	• Staff knowledge gaps are addressed and staff training plans developed to support "frontline" service staff.
• 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	
• Contribute to annual policy reviews and updating of housing documents	
• Identifies property and tenancy management staff knowledge gaps and develops staff training plans.	
•	

Key Result Area 2	Access and Tenancy Management
Key tasks	**Position holder is successful when**
• Support staff across access & demand and tenancy services to ensure a consistent client centred approach to housing operations.	• Clients, including applicants and tenants are provided with an informative and quality service and supported to meet their housing needs
• Manage tenancy breaches and work with tenants to assist and support them to maintain their tenancies	• Tenants are supported in the maintaining their tenancies resulting in successful and long lasting tenancies
• Attend tenancy hearings where necessary to represent the interests of Mission Australia Housing	• Complex hearings are attended by Team Leaders
• Ensure the housing team have a sound understanding of their roles and tasks and act in accordance with all relevant legislation	• The housing team have been provided with the training, tools and support to carry out their roles
	• Rent arrears benchmarks are exceeded
	• All housing tasks are done on time as required
• Monitor rent arrears and take action in line with Mission Australia Housing's	• Tenants are supported in maintaining their tenancies and working with MAH partners and

MISSION AUSTRALIA

policy and procedures and relevant tenancy legislation • Ensure that core operations tasks including rent reviews, property inspections and allocations are carried out by the housing team as required • 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	wrap around services resulting in successful and long lasting tenancies. •
Key Result Area 3	**KPI Management**
Key tasks	**Position holder is successful when**
• Ensure the quality, financial and performance targets of the area are achieved • Sets clear, measurable, SMART targets and goals (direction) in line with MAH and MA strategy and business plans • Holds teams accountable for delivery • Thinks ahead; implements contingency plans • Is commercial in decision making • Monitors progress of deliverables and outcomes • Regularly reports on all areas of housing services	• Targets are met and continuous improvement reviews are undertaken. • All specific KPIs and targets are achieved and maintained • Measurable progress of deliverables and outcomes by effectively monitoring team performance. • 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 4	**Reporting & Compliance**
Key tasks	**Position holder is successful when**
• 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. • Provide assistance with annual tenant surveys and report on findings to MAH Board. • Provide a range of regular reports to support partners and funding bodies regarding their clients and program	• All reports, project documentation correspondence requirements are delivered within required timeframes • Tenants are supported to participate in annual tenant surveys • Input is provided into quality improvement plans • MAH data integrity is maintained at a high level

MISSION AUSTRALIA

• Maintain MAH data and records in a quality manner to facilitate planning, quality management and reporting	
Key Result Area 5	**Relationship & Stakeholder Management**
Key tasks	**Position holder is successful when**
• Develop strong working relationships with a range of external stakeholders, government and NGO service providers. • Develop strong relationships with tenants • Develop relationships with a range of internal stakeholders including colleagues, management, and other MA services	• Support agreements are developed between MAH and support providers and key stakeholders. • Regular meetings with stakeholders are maintained. • Feedback is sought from stakeholders

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

MISSION AUSTRALIA

- 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

- Extensive experience in community or public housing sector
- Experience managing staff
- Current NSW 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

MISSION AUSTRALIA

- Need for personal resilience and ability to work in a community based and sometimes isolated setting in a manner
- 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

Manager name	Bradley Crump	**Approval date**	May 2018
	National Manager, Housing Services		

MISSION AUSTRALIA