

Manager Housing Services Position Description

Role Details:

Position Title	Manager Housing Services
Reporting to	Chief Operating Officer
Liaises with internally	All staff
Liaises with externally	Department of Families, Fairness and Housing Victoria Housing Registrar - Victoria Local Government Authorities Maintenance and building contractors. Managed Property Owners and Managers External Service Providers and Support Agencies Community Housing industry peak bodies
Supervises	Housing Services Team Leader Housing Services Team (via Team Leader) Asset and Maintenance team
Purpose of the Position	<p>The Housing Services Manager (HSM) is responsible for Beyond Housing’s housing portfolio and will ensure the organisation delivers high quality, renter focused housing services, reflecting industry best practice and ensuring services comply with legislation, regulatory performance standards and contractual obligations.</p> <p>The position is responsible for approximately 900 owned and managed properties. The position has portfolio responsibility for Long Term Community Housing and Transitional Housing Management (THM).</p> <p>The HSM is responsible for developing, implementing and monitoring the Housing Services operational and strategic budget to ensure the financial viability of the Housing Services department and its contribution to the overall financial viability of the organisation.</p> <p>The HSM will play a lead role in positioning housing services for growth as Beyond Housing aims to increase its impact in providing community housing supporting the wellbeing of individuals, families, and communities.</p>
Hours	Full time.
Salary/Rate	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 7

<p>Essential Criteria</p>	<ol style="list-style-type: none"> 1. Relevant tertiary qualifications and/or extensive experience in Housing Management and Policy or Accounting/Business sector 2. Demonstrated ability in leading and developing staff including fostering and maintaining a successful working team environment when geographical distance is a factor. 3. Excellent negotiation and communication skills 4. Excellent planning and organisational skills with the ability to work under pressure. 5. IT Proficiency; including database management and MS office suite. 6. Ability to adapt to, and drive change. 7. Progressive and innovative thinker. 8. Demonstrated ability to build relationships and extend networks with housing providers and support services. 9. Demonstrated ability to understand, interpret and implement relevant legislation including the Residential Tenancies Act. 10. Ability to implement programs in line with funding and service agreements. 11. Current drivers licence 12. Satisfactory Police and Working with Children’s checks.
<p>Preferred Criteria</p>	<ol style="list-style-type: none"> 1. Experience in the Not for Profit and/or community sectors will be viewed favourably. 2. Knowledge of Government policy and processes for the community and public housing sectors 3. Professional membership of the Australasian Housing Institute or similar
<p>Key Performance Indicators</p>	<ol style="list-style-type: none"> 1. Meet Housing Registrar Performance Standards – “preferred” measure 2. Working within the budget envelope within 2% 3. External & internal reporting completed correctly and submitted on time 4. Delivery of all performance reviews within organisational timeframes and effective leadership and development of staff..

Capability Framework:

Key Area	Detail
Understand role requirements – technical and operational.	<ul style="list-style-type: none"> • Maintains current knowledge and skill required to complete role. • Knows and applies the relevant legislation and regulations. • Seeks to maintain knowledge of best practice approaches in relevant sector
Communication, Influence and Engagement	<ul style="list-style-type: none"> • Communicates appropriately and leads by example internally and externally. • Effectively communicates goals and inspires trust. • Demonstrates confidence to engage appropriately in difficult conversations. • Establishes and maintains professional relationships and networks. • Demonstrates effective influence at a senior level
Problem Solving, Analysis and Risk Management	<ul style="list-style-type: none"> • Identifies and analyses gaps or problems and implements strategies. • Demonstrates effective analysis and decision making. • Identifies and addresses organisational risks in line with Risk Management Framework
Deliver Services	<ul style="list-style-type: none"> • Understands and uses internal systems and processes. • Is outcomes focused • Uses metrics and effectively monitors quality and performance of business functions. • Focuses on continuous quality improvement. • Effectively manages stakeholder complaints
People Leadership	<ul style="list-style-type: none"> • Leads by example. • Develops and recognises team members. • Consistently focuses on upskilling and development of existing and emerging leaders. • Manages time effectively. • Manages strategic change effectively. • Ability to be agile and adaptable (i.e. be comfortable with when to change course and help others to do so) • Is invested in the safety and wellbeing of all team members. • Demonstrates high levels of self-awareness, emotional intelligence & willingness to reflect on leadership behaviours

Responsibilities

Responsibilities	Accountabilities
<p>Management of Organisation's Housing Portfolio</p> <p><i>Risk management, financial management, regulatory and legislative compliance.</i></p>	<ul style="list-style-type: none"> • Develop, implement and monitor Housing Services operational budget to support the organisation's strategic direction. • Monitor and adjust local market rent rates / tenancy rent rates to ensure LTCH viability. • Negotiate and maintain current MOUs and Service Agreements with housing Owners / Managers, service providers and government agencies • Ensure all KPI reporting is completed to required standards and within timeframes • Develop and maintain relationships with local support services, government agencies and businesses. • Contribute to the development and implementation of the organisation's strategic and operational plans, particularly in relation to the growth of affordable and social housing. • Identify and manage Housing Services strategic and operational risks utilizing organisation's Risk Management Framework
<p>Continuous Quality Improvement</p> <p><i>Systems improvement, efficiency</i></p>	<ul style="list-style-type: none"> • Develop and implement flexible and innovative community housing services and management strategies that support sustainable and successful tenancies. • Improve and enhance service delivery quality and renter satisfaction through the delivery of Renter Surveys and implementation of Action Plans arising from feedback. • Identify and manage Housing Services strategic and operational risks • Responsible for providing person-centred comprehensive housing and tenancy management services in accord with affordable housing guidelines and consistent with internal housing policy and procedure. • Apply strategies that deliver innovative approaches to environmental sustainability principles in housing and tenancy management. • Administer Tenancy and Property Management software systems to facilitate efficient and effective tenancy management processes across the housing portfolio.
<p>People Leadership</p>	<ul style="list-style-type: none"> • Facilitate a productive and supportive team environment that is renter focused, meets community needs and fosters a positive culture within the organisation. • Coach, mentor and lead staff to perform to expected standards in their role, identify skills gaps and implement relevant training plans as required. • Identify, address and respond to staff performance or behaviour concerns when required. • Conduct and document regular performance reviews with team in line with Beyond Housing framework. • Provide leadership to staff, promote and role model organisational values, OH&S and adherence to Code of Conduct.

Responsibilities	Accountabilities
<p>Provision of Quality Housing</p> <p><i>Renter focused service delivery</i></p>	<ul style="list-style-type: none"> • Establish strategic and operational plans, including Strategic Asset Management plan, for Housing Services. • Actively participate in new housing services projects and initiatives • Assist in sourcing new funding and developing strategic partnerships to improve housing services. • Ensure working within appropriate risk management and Occupational Health and Safety procedures and operating practices are embedded within Beyond Housing’s services and accommodation provision to safeguard workforce, consumer and visitor health, safety, and well-being. • Ensure organisational compliance with relevant legislation and accreditation standards. • Build and maintain effective relationships with key Housing Call Centre staff, local Field Services staff, state-wide and local maintenance contractors.
<p>Broad activities of Beyond Housing</p>	<ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment, and strategic direction of the organisation • Act in a manner and represent the organisation in a way that is consistent and reflective of the Beyond Housing values • Adhere to human resources policies including anti-discrimination, Code of Conduct, harassment and equal opportunity policies • Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment • Display a positive attitude, treat others with respect and be an active member of the team • Follow lawful direction provided by the organisation • Adhere to the Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working With Children Check. • Abide by relevant legislation including; Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the business.

Name

Date

Instructions:

1. Staff should read this Position Description carefully and ask questions if any clarification is needed.
2. Staff should retain a copy of this Position Description for their own reference and use.
3. This is a living, breathing document and may change with the needs of the organisation. Staff and Managers should discuss changes in the position as they arise.
4. Managers must provide a copy of this Position Description with their letter of offer.
5. Managers must discuss all requirements in this Position Description with their staff member.
6. A signed copy of this Position Description must be returned to Human Resources.
7. Human Resources will place a signed copy on the staff member’s file.