

Team Leader, Housing Services Position Description

Role Details:

Position Title	Team Leader Housing Services (Goulburn Valley or Ovens Murray)
Reporting to	Housing Services Manager
Liases with internally	All Staff and Managers
Liases with externally	Department of Families Fairness and Housing Victorian Housing Registrar, Managed Property Owners and Managers Service Providers and Support Agencies Homes Victoria
Supervises	Housing Services Property Managers across Goulburn Valley or Ovens Murray Regions.
Purpose of the Position	The purpose of this position is to provide leadership and support to program staff, while contributing to the development, implementation, and continuous improvement of housing services management systems. The Team Leader will work closely with the Housing Services Manager (HSM) to improve operations, service delivery, and housing management processes.
Hours	Full time
Salary/Rate	Social, Community, Home Care, Disability Services Industry Award (SCHADS) Level 6
Essential Criteria	<ol style="list-style-type: none"> 1. Relevant qualification or experience in leadership or management 2. Experience of property and tenancy management with knowledge of the Residential Tenancies Act 1997 (Victoria)

	<ol style="list-style-type: none"> 3. Experience in use of housing software programs. 4. Demonstrated experience in reporting and data analysis. 5. Proven experience in a client focused role with the ability to deliver a high standard of customer service 6. Excellent negotiation and communication skills 7. Adaptable and ability to work under pressure and meet deadlines 8. Experience in delivering quality staff supervision 9. Ability to contribute to service development and improvements 10. Well developed IT and administrative skills 11. Ability to understand, interpret and apply relevant legislation 12. Current Driver's License
<p>Preferred Criteria</p>	<ol style="list-style-type: none"> 1. Experience or knowledge of the community housing sector including client eligibility, rental subsidies and reviews 2. Knowledge of specialist support agencies and housing services in the region
<p>Key Performance Indicators</p>	<ul style="list-style-type: none"> • Ensure all internal and external reports, including monthly Team Leader reports, are accurate and submitted within required timeframes, with monthly reports completed by the 7th day of each month. • Ensure housing operational performance targets are met, including leading the team to: <ul style="list-style-type: none"> ➤ maintaining renter arrears between 1% and 4% ➤ ensuring all VCAT cases meet submission and attendance deadlines. ➤ wherever possible achieve re-let time performance benchmarks: tenantable properties are relet within 7 days and untenable properties are relet within 21 days. • 100% of new Housing Services staff complete required training (systems, policies, and procedures) within four weeks of starting. • Respond to complaints within 10 working days and resolve them within 30 calendar days. • Conduct and document regular supervision sessions for all staff, ensuring 100% completion of annual and six monthly performance reviews.

Capability Framework:

Key Area	Detail
Understand role requirements – technical and operational	<ul style="list-style-type: none"> • Maintains current knowledge and skills required to complete the 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 (e.g. being comfortable persuading, promoting and delegating)
Determine solutions	<ul style="list-style-type: none"> • Identifies problems and finds solutions • Makes decisions appropriately • Ability to identify, assess and respond appropriately to risks
Deliver Services	<ul style="list-style-type: none"> • Understands and uses internal systems and processes • Is outcomes focused • 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 • Manages time effectively • Manages operational 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 safety and wellbeing of all team members • Demonstrates self-awareness, emotional intelligence & willingness to reflect on leadership behaviours

Responsibilities:

Key Area	Tasks
Staff Supervision and Leadership	<ul style="list-style-type: none">• Promote a productive, supportive team environment and positive organisational culture.• Provide regular supervision, including documented catch ups and annual reviews, ensuring records are submitted to HR.• Support staff in achieving their individual KPMs through ongoing monitoring and feedback.• Manage performance and behavioural issues in consultation with Program Managers and HR.• Lead by example, upholding organisational values, promoting OH&S, and Code of Conduct compliance.• Coordinate staff coverage and act as a locum as required.• Oversee induction and mandatory training completion for all new staff.• Participate in recruitment process and coordinate staff training needs.• Monitor staff working hours and absences. Approve leave requests and ensure accurate timesheets completion.• Collaborate with Team Leaders to coordinate office meetings, agendas and documentation.

<p>Service Planning and Delivery</p>	<ul style="list-style-type: none"> • Maintain a small caseload delivering high quality tenancy and housing management services across Long Term Community Housing (LTCH) and Transitional Housing Management (THM) programs, including allocations, rent management, inspections, maintenance and reporting. • Respond to complaints within 10 working days. Closing complaints within 30 calendar days. • Monitor and respond to renter feedback in line with organisational requirements. • Support transitional housing allocation process in line with the Opening Doors framework. • Collaborate with internal stakeholders to ensure consistent service delivery. • Provide leadership and support to staff in managing all Victorian Civil and Administrative Tribunal (VCAT) matters, ensuring timely preparation, submission of documentation, attendance to achieve outcomes consistent with organisational policy. • Contribute to service responsiveness using local knowledge and emerging housing trends. • Support Program Managers with projects, accreditation and regulatory requirements. • Support the facilitation of Housing Services Team meetings with appropriate documentation and compliance content (OH&S, policy, Child Safety).
<p>Housing Services Development</p>	<ul style="list-style-type: none"> • Support continuous improvement of housing systems, processes and workflows. • Provide guidance and support to staff on housing system use. • Contribute to process improvements to enhance efficiency, service outcomes and ensure compliance organisational and legislative requirements. • Provide specialist advice on complex housing and tenancy matters. • Support property acquisitions and disposals, ensuring compliance and data accuracy.
<p>System Administration</p>	<ul style="list-style-type: none"> • Oversee the day to day administration, performance, and reliability of Housing Services systems, ensuring effective functionality and data integrity. • Maintain knowledge of integrated systems (e.g. Finance, SharePoint) and ensure alignment across platforms. • Liaise with the Finance team to support system based financial processes, including rent calculations, rent reviews and arrears management. • Maintain administrator level access to housing systems (e.g. CHIMES) ensuring appropriate use and governance.

Financial Management	<ul style="list-style-type: none"> • Monitor and manage budgets within the designated catchment. • Ensure compliance with the finance delegations, procurement and payment processes. • Review and approve financial documentation and transactions. • Ensure staff complete financial documentation on time and accurately. • Drive rent revenue optimisation across the housing portfolio, ensuring strong financial performance through maximising rental income, maintaining rent arrears between 1% and 4%, ensuring accurate rent setting, monitoring debt recovery and monitoring financial performance.
Data Collection and Reporting	<ul style="list-style-type: none"> • Ensure accuracy and integrity of housing and tenancy data across systems. • Coordinate and undertake data audits and system checks. • Produce monthly tenancy and rent reports in line with contractual obligations. • Support mandatory reporting requirements for funding and regulatory bodies. • Extract, analyse and generate reports to inform operational decisions. • Monitor staff data entry accuracy and provide corrective guidance where required.

<p>Broad activities of Beyond Housing</p>	<ul style="list-style-type: none"> • Contribute positively to organisation and strategic direction. • 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 senior members of the team • Comply with Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working with Children Check. • Knowledge of MARAM (Multi Agency Risk Assessment and Management Framework) and an understanding and application of information sharing scheme FVISS and CISS • Abide by relevant legislation including Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings • Only as directed by the CEO or delegate, respond to media enquiries, and provide comments on behalf of Beyond Housing.
--------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

I hereby understand the requirements of the position and will fulfil the obligations required for 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.
-