



POSITION DESCRIPTION

Manager Community Housing

OVERVIEW

PROGRAM	Aboriginal Housing Services – Tenancy
POSITION REPORTS TO	Director Aboriginal Housing Services
DIRECT REPORTS	4
IDENTIFIED POSITION	Yes
AWARD	SCHCADS Level 7
DATE PREPARED	10 August 2022

ORGANISATION CONTEXT

About

Aboriginal Housing Victoria (AHV) is an Aboriginal community organisation responsible for managing more than 1,500 rental properties for Aboriginal and/or Torres Strait Islander people living in Victoria.

Our vision is to ensure that Aboriginal Victorians secure appropriate, affordable housing as a pathway to better lives and stronger communities.

In addition to being the largest Aboriginal Registered Housing Agency in Australia, AHV is the lead agency for Victoria's Aboriginal housing and homelessness policy, *Mana-na worn-tyeen maar-takoort*. As the housing policy lead in the Aboriginal community, AHV has responsibility to work in partnership with the Government to secure the resources and reforms to implement the policy, while we support sector development to empower Victoria's Aboriginal community to determine its chosen housing future.

AHV's housing services are targeted to those most in need of support. Through the provision of secure housing by an Aboriginal Rental Provider, AHV helps strengthen and maintain Aboriginal communities and cultural ties.

Values

Aboriginal cultural values underpin AHV's values. Our values provide an ethical framework within which all decisions are made and our services are delivered. Our values guide how we relate to our clients, each other and to the Aboriginal and non-Aboriginal community.

Respect and support for Aboriginal identity and culture and for our renters and stakeholders

Striving for excellence through leadership in Aboriginal housing and best practice service delivery

Integrity, trust and honesty in all our business activities

Collaborative relationships with our community, renters, government and stakeholders

Kindness, compassion courtesy and dignity in our relationships with our clients, our stakeholders and with each other

AHV is as a workplace taking active steps to stop men's violence against women and has a zero-tolerance approach to violence in any form.

PROGRAM INFORMATION

The Tenancy Team is responsible for managing all aspects of a tenancy from allocation to end of lease, for more than 1500 properties throughout regional and metropolitan Victoria.

PURPOSE OF THE POSITION:

The Manager Community Housing is responsible for leading the delivery of tenancy services to ensure tenancies are culturally appropriate, consistently managed and sustained; direct client services and support are targeted and effective; and clients are effectively supported to access more complex services and support.

The Manager Community Housing is responsible for ensuring AHV's tenancy services meet the organisation's statutory obligations and accountabilities, and key performance indicators are met. The role co-ordinates all aspects of Tenancy Management with the day-to-day functions of a team of housing officers oversee the housing officers located in metropolitan and regional Victoria.

The Manager Community Housing has management oversight of three Senior Housing Officers and an Allocations Coordinator and is responsible for the leadership, development and performance of these staff to ensure excellence in service delivery and tenancy management functions.

KEY RESPONSIBILITIES

- Oversee the effective operations of the Tenancy team to ensure that AHV's tenancy services are client focused and designed to achieve sustainable tenancies delivering agreed outcomes on time.
 - Oversee the effective operations of tenancy and client services to ensure tenancies are culturally appropriate, consistently allocated, maintained and sustained; direct client services and support are targeted and effective; and clients are effectively supported to access more complex services and support.
 - Oversee a consistent culturally safe and appropriate approach to meeting AHV's obligations to renters and compliance and enforcement of renters of tenancy obligations under the Residential Tenancies Act and relevant AHV policies and procedures.
 - Develop tenancy procedures and guidelines to support work practice
 - Monitor and report on individual and team performance based on service priorities and program requirements to ensure service delivery commitments are met.
 - Comply with relevant policy and legislation in relation to the Housing Act, Residential Tenancies Act, and including work health and safety, equity and diversity.
 - Work closely with the Assets and Development, Finance, Strategy and Performance, and Human Resources/Organisational Development teams; to ensure a strategic, integrated and accountable approach to tenancy implementation, and staff development and leadership.
 - Champion and contribute to the execution of AHV's annual business plan and strategic priorities.
 - Develop and maintain community relationships that support and respond to tenant needs.
 - Promote AHV through participation in a range of external networks and partnerships.
 - Establish and maintain relationships with key partners including police, health, local members of parliament, other government and non-government service providers to promote and identify opportunities for better outcomes for AHV clients.

- Provide high level advice on policy and effective delivery of tenancy services including allocations, tenancy management, arrears management, complaint management, rent reviews and maintenance management.
 - Identify opportunities and solutions, challenges and emerging issues facing AHV and champion and lead agreed responses across the organisation.
 - Contribute to business and performance planning at all levels and plan activities and projects to ensure AHV meets broader planning and service commitments.
 - Provide advice and support to the Director Aboriginal Housing Services to ensure performance outcomes are achieved.

QUALIFICATIONS AND LICENSES

- Diploma of Leadership and Management or relevant qualifications are desired
- Victorian driver's licence

KEY SELECTION CRITERIA

- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people.
- Demonstrated experience in leading and managing a high performing team with competing priorities.
- Extensive knowledge and experience of community housing and operating within the legislative/regulatory environment of the Residential Tenancies Act and Housing Act.
- Experience supporting clients with complex needs.
- Proven experience developing and maintaining internal and external stakeholder partnerships.
- Demonstrated capacity to be a change leader and drive continuous improvement to existing management processes.
- Superior interpersonal skills and the ability to negotiate and communicate across all levels of the organisation.
- Highly organised with the ability to work on multiple tasks and manage competing priorities.

EMPLOYMENT CONDITIONS

- Terms and conditions of employment are as per the Contract of Employment.
- AHV is an equal opportunity workplace.
- A current National Police records' check and Victorian Working with Children Check are required.
- Attend mandatory and other training as required.