

Position Description

Position Title	Team Leader, Tenant Services
Location	Marion Office
Status under Children's Protection Act 1993	Prescribed
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 5
Reporting Relationship	<p>Reports to the Group Leader, Tenant Services</p> <p>Direct reports:</p> <ul style="list-style-type: none"> - Tenancy Officers - Tenant Services Administration Officers <p>Works closely with:</p> <ul style="list-style-type: none"> - Tenant Services team - Income Management team - People & Places team - Property & Development team - Manager, Tenant Services

POSITION SUMMARY

The Team Leader, Tenant Services is responsible for:

- ensuring a highly responsive and professional tenancy and housing management service across a prescribed property portfolio through the effective management,
- coordination and leadership of a team of Tenancy Officers;
- building and maintaining effective working relationships with key internal and external stakeholders;
- ensuring compliance with the National Regulatory System for Community Housing Tier 1 requirements and other prescribed regulatory processes, and
- contributing to the planning, development and initiating of policies and procedures.

The Team Leader is committed to creating successful and sustainable tenancies that contribute to thriving communities and achieving better outcomes for tenants and organisational effectiveness.

KEY RESPONSIBILITIES

- Provide appropriate levels of supervision/support to the Tenancy Officers to ensure the delivery of effective and timely tenancy services
- In conjunction with the Group Leader and Manager Tenant Services, deliver high quality tenancy management services which are focused on sustaining successful tenancies, ensuring compliance with legislative standards, funding requirements and/or organisational policies, practices and procedures

Position Description

- Manage arrears in line with Housing Service's practices and procedures ensuring all efforts are made to ensure all arrears and debts are recovered or minimised/decreased to mitigate risk to the organisation as a whole
- Oversee and coordinate vacancies in close collaboration with the Property & Development team and Allocations team to minimise vacancy time
- Oversee lease extensions, negotiations and practices for all tenants and ensure these practices/procedures are followed by the Tenant Services team
- Manage any tenant or tenancy complaints that are received by ensuring a timely response, all necessary follow-up and subsequent reporting requirements to Group Leader and Manager, Tenant Services
- Provide appropriate reports to Group Leader or Manager, Tenant Services as requested to enable effective management and ensure compliance
- Provide input and foster new and existing relationships with key support agency stakeholders and other interested parties
- Promote a commitment to continuous improvement of services
- Work closely with the Property & Development team to reduce vacancies, assist as required with relocation processes, rent review process and address maintenance issues
- In conjunction with the People & Places team, facilitate social and economic opportunities for tenants, and broader community development initiatives
- In conjunction with the Group Leader and Manager Tenant Services, ensure day to day tenancy operations are consistent with Annual Plan and budgets and contribute to the development of those plans
- Assist the Group Leader and Manager, Tenant Services to achieve and retain required accreditation for Junction and Women's Housing such as the National Community Housing Standards and National Regulatory Community Housing requirements
- Participate in the preparation of tenders and submissions as required
- Promote a 'risk-aware culture' and ensure that a safe workplace is provided for all staff and take appropriate remedial action when hazards are identified or incidents occur.

KEY PERFORMANCE INDICATORS

The following Key Performance Indicators relate to this role:

KEY PERFORMANCE INDICATOR	MEASURE
Manage and deliver tenant services in line with national Regulatory System for Community Housing Tier 1 requirements	Outcome of regulatory reports
Level of arrears within portfolio	<3%
Level of bad debts within portfolio	<1%
All staff within area of responsibility have demonstrated capability improvements as a result of management coaching and support	PDR and training records for staff

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Evidence of building and maintaining effective working relationships both within and beyond JA, including with specified stakeholders	Feedback received from specified stakeholders
Meets timely and quality expectations in record keeping and/or reporting requirements of the position	PDR assessment

Outcomes/Objectives

- *Line Manager confirms that direct reports receive appropriate levels of supervision/support;*
- *Evidence exists of consistent application of internal and external standards or legislation relevant to own responsibilities;*
- *Evidence exists that rent arrears and other debts are managed effectively and in timely manner;*
- *Evidence exists that vacancy rates are maintained within acceptable levels i.e. within or close to a 14 day turn around where this is reasonable to achieve;*
- *Line Manager confirms that lease extensions are managed systematically and effectively;*
- *Line Manager confirms that inspections are conducted in a timely and consistent manner i.e. a minimum of yearly inspections for each property;*
- *Complaints are managed in a timely and effective manner;*
- *Meets time and quality expectations in record keeping and/or reporting requirements of the position;*
- *Line Manager is satisfied with levels of contribution and attendance at regular stakeholder meetings;*
- *Evidence of continuous improvement in area of responsibility that improves client outcomes or service/organisational sustainability;*
- *Line Manager is satisfied with the level of contribution to the development and implementation of community development initiatives for tenants;*
- *Evidence of promoting improvements in safety planning and hazard management.*

GENERAL CONDITIONS

- Act at all times in accordance with the Code of Conduct and Core Values of JA.
- Comply with the Work Health and Safety management system.
- A satisfactory criminal history assessment must be completed prior to commencing employment and every 3 years thereafter. Ongoing employment with JA is subject to the employee maintaining a satisfactory criminal history assessment.
- Current Child Safe Environments Certificate must be held or obtained within 3 months of commencement and the employee must comply with relevant state legislation to support a child safe organisation.
- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive.
- Provide "on call" capacity on weekends and after hours for tenancy emergencies.

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- Some travel to regional South Australian areas will be required.
- Willing to work occasional flexible hours to meet operational requirements.
- May be required to work across various JA sites from time to time.

SELECTION CRITERIA

- Demonstrated experience in Community Housing sector or Property sector and knowledge of tenancy management principles - essential
- Degree or tertiary qualifications in Social Work, Business Administration, Property or relevant equivalent (or lesser qualification complemented by substantial relevant experience) - essential
- Demonstrated experience in managing a residential tenancy portfolio – essential
- Demonstrated experience managing staff – essential
- Intermediate level computer literacy using the Microsoft Office Suite and experience using tenancy management software
- Strong communication (verbal and written), interpersonal and negotiation skills demonstrated at operational level
- Ability to prioritise workload and work independently and as part of a team
- Understanding of Community development principles – desirable
- Demonstrated experience in developing and implementing operational practices and procedures - desirable
- Understanding of not-for profit growth housing provider compliance requirements - desirable

CORE VALUES

Junction Australia aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ *Every person deserves to be treated with respect*
- **TRUST** ~ *Safety and trust are the foundations of healthy families and relationships*
- **INCLUSION** ~ *Inclusive communities value and embrace diversity*
- **INTEGRITY** ~ *Being open and honest to others*

Approved by CEO/Leadership Manager