

Position Description

Position Title	Housing Manager
Location	Metro Adelaide, Fleurieu and Regional Locations
Child Safety (Prohibited Persons) Act 2016	Prescribed
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 4
Reporting Relationships	Reports to the Housing Portfolio Manager and/or Regional Manager (Fleurieu & Kangaroo Island) where applicable Direct reports: - Nil

Position's Primary Purpose

The Housing Manager is responsible for the provision of highly responsive tenancy management functions in a housing portfolio achieving key service delivery outcomes, ensuring a positive tenant experience, connecting tenants with communities and facilitating support as required that enables individuals to sustain their tenancies.

Key Accountabilities

- Maintain up-to-date knowledge of, and operate within, the provision of the Residential Tenancies Act 2010 and other relevant legislation in all tenancy/property management functions
- Deliver high quality tenancy management services which are focused on sustaining successful tenancies, ensuring compliance with legislative standards, funding requirements and/or organisational policies and procedures
- Achieve key service delivery outcomes across the housing portfolio including lease agreements, lease extensions, routine inspections and arrears management
- Follow up any tenancy or neighbourhood issues (disputes and anti-social behaviour) in an appropriate and timely manner
- Support the Housing Portfolio Manager with tenant feedback and assist with Member of Parliament enquiries or Ministerials
- Prepare documentation for, and represent Junction, at South Australian Civil and Administrative Tribunal (SACAT) hearings as required to comprehensively present our case
- Apply standard procedures to meet SA Housing Authority requirements, offer assistance to resolve any issues and seek assistance as needed
- Ensure that appropriate tenancy records are maintained and contribute to reports as required

Key Relationships

Who	How
Internal	
Line Manager	Liaise on operational matters and report key information and/or risks for the portfolio Work collaboratively to deliver consistent and effective services
Asset & Maintenance Team Placemaking Managers	Work in collaboration to achieve successful placemaking and tenant engagement activities, events and initiatives Work collaboratively across the organisation to deliver and support high quality tenancy management and community development
Stakeholders	
External	

Position Description

Who	How
Tenants	Provide quality client-centric services to tenants and ensure that the tenant is heard and considered. Maintain regular contact with tenants and identify tenant support needs
Support Agencies	Develop and maintain effective relationships with support agencies and external stakeholder to ensure community housing tenants thrive in their communities
Stakeholders	Develop effective partnerships and strong working relationships to deliver positive tenant outcomes

Core Values

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

IMPACT

We are determined to make a meaningful difference with a long-term impact and ripple effect of positive change.

PASSION

Our tenacity brings passion to our purpose, fuelling our motivation and unwavering commitment to drive change.

INTEGRITY

Trusting, fair and supportive, we act with openness and honesty, preserving the dignity for the clients and tenants we work with.

RESPECT

We have an inherent belief in the value of all people and respect the right to navigate life's complexities with choice and control.

COLLABORATION

United by compassion and a true sense of solidarity, we are a like-minded group working together towards our vision.

Capability Summary

The Junction People Capability Framework applies to all employees and is key in ensuring our Values are embedded in all we do. See attached list of all capabilities for the level of this role.

CAPABILITY GROUP	CAPABILITY NAME			
OUTCOMES FOCUSED	Positively impact clients	Deliver results	Drive innovation	Plan and prioritise
PERSONAL ATTRIBUTES	Act with integrity	Live our values and embrace	Show resilience and adaptability	Display self-awareness and motivation
POSITIVE RELATIONSHIPS	Client centric	Influence and negotiate	Communicate effectively	Work collaboratively
LEADERSHIP & PEOPLE MANAGEMENT	Inspire and lead with purpose	Manage through our Values	Support and develop our people	Make sound and agile decisions
BUSINESS ENABLERS	Manage change	Optimise resources	Leverage technology	Understand financial requirements

Position Requirements

- A satisfactory Working with Children Check (WWCC) or General Probity Check must be completed, (as applicable), prior to commencing employment and maintained thereafter
- Current Safe Environments Certificate is required 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
- Willing to work occasional flexible hours to meet operational requirements

Selection Criteria

Education and Knowledge

- Degree or tertiary qualifications in either Property, Social Work, Business Administration, or relevant equivalent (or lesser qualification complemented by substantial relevant experience) – essential
- Understanding of community engagement principles
- Understanding of not-for profit growth housing provider compliance requirements

Skills and Experience

- Demonstrated experience in managing a residential tenancy portfolio, in Community Housing sector or Property sector and knowledge of tenancy management principles
- Ability to work in partnership with tenants to overcome barriers to sustain their tenancy obligations
- 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
- Demonstrated experience in Community Housing sector or Property sector and extensive knowledge of tenancy management principles
- Intermediate level computer literacy using the Microsoft Office Suite and experience using tenancy management software

Equal Employment Opportunity

Junction is an equal opportunity employer that embraces a culture of diversity. We encourage applications from the Aboriginal and Torres Strait Islander community, people with disability, and people from every culture, gender and sexuality identity, age and ethnic background. Junction is committed to being a Child Safe organisation and has zero tolerance for child abuse.

OUTCOMES FOCUSED	PERSONAL ATTRIBUTES	POSITIVE RELATIONSHIPS	LEADERSHIP & PEOPLE MANAGEMENT	BUSINESS ENABLERS
Positively Impact Clients <ul style="list-style-type: none"> Actively works to understand clients/customers and stakeholders Engages clients/customers in a friendly and appropriate manner Shows respect for clients/customers and stakeholders 	Act with integrity <ul style="list-style-type: none"> Acts in accordance with Junction Values and Code of Conduct Is honest, ethical and professional Acknowledges mistakes and learns from them 	Client Centric <ul style="list-style-type: none"> Actively works to understand clients/customers and stakeholders Engages clients/customers in a friendly and appropriate manner Shows respect for clients/ customers and stakeholders 	Inspire and lead with purpose <ul style="list-style-type: none"> Supports others to understand the organisational direction Contributes to the development of team goals and helps others to do the same Recognises and acknowledges team members achievements and successes 	Manage change <ul style="list-style-type: none"> Supports and participates in change initiatives, assisting others to understand Recognises doubts about change in the workplace and is open to transparent conversations about those doubts Recognises barriers to change, both own and colleagues, supporting each other to accept and facilitate change
Deliver results <ul style="list-style-type: none"> Focuses on own performance and seeks to deliver quality services Seeks clarity of tasks, asks questions, knows what is expected of them Energetically approaches challenges Reports progress and any potential delays or issues which may impact on others 	Value and embrace diversity <ul style="list-style-type: none"> Sees differences in people as valuable and potential assets Values diversity of thought and includes everyone within the team Is open-minded – listen to learn and understand 	Influence and negotiate <ul style="list-style-type: none"> Contributes to finding effective solutions that influence positive outcomes Works with team to manage workload and/or priorities Participates in discussions to resolve differences with others 	Contributes to a positive focus safety <ul style="list-style-type: none"> Shows genuine care for the safety and wellbeing of self, others and the communities Follows all Work, Health and Safety policy/procedures, contributes to safety and works with others to achieve a zero-harm environment 	Optimise resources <ul style="list-style-type: none"> Works with team members to make effective use of resources to maximise service outcomes Works with team members to ensure a combined and accurate understanding of processes and practices for the work place Works with team members to identify team expectations and standards with a focus on efficiency
Drive innovation <ul style="list-style-type: none"> Shows a willingness to try new ways of working Generates and shares ideas about ways to continuously improve work and solve problems Looks for better ways to achieve the right outcome 	Show resilience and adaptability <ul style="list-style-type: none"> Works to embrace and assist change Helps to engage others in the change process Shows resilience in times of uncertainty 	Communicate effectively <ul style="list-style-type: none"> Actively listens to clients/tenants and colleagues Contributes to team discussions and planning Keeps stakeholders informed of progress and issues 	Support and develop our people <ul style="list-style-type: none"> Responds flexibly to changing demands Helps others to identify development opportunities to increase capability 	Leverage technology <ul style="list-style-type: none"> Is familiar and confident in using office software applications and technology Understands the function of the technology currently used in role Understands and complies with information, communication and document control policies, systems and security protocols
Plan and prioritise <ul style="list-style-type: none"> Sets priorities and organises self to meet deadlines Discusses and agrees work plans, timelines and goals with direct lead Regularly tracks progress on work tasks and adjusts work priorities accordingly Provides input to the development of team work plans and goals 	Display self-awareness and motivation <ul style="list-style-type: none"> Looks for opportunities to learn from the feedback of others Is prepared to challenge self and take calculated risks Is open to development of capabilities that help attainment of goals 	Work collaboratively <ul style="list-style-type: none"> Helps others who need guidance or direction on a job Shares information, ideas Acknowledges others' efforts 	Make sound and agile decisions <ul style="list-style-type: none"> Makes and implements routine decisions on daily work in a timely manner Consults and seeks necessary information as a basis for decisions Explores various possibilities and generate innovative solutions 	Understand financial requirements <ul style="list-style-type: none"> Understands budgets can only be used for intended purposes Appreciates the importance of accuracy in estimating costs, analysing financial data and recording transactions Uses all resources wisely and efficiently