Wintringham

Ref: HRM PD 29gh

POSITION DESCRIPTION

Position Title:	Tenancy Management Worker *From Homelessness to a Home Team* (H2H)
Reports To:	Tenancy Manager
Supervising:	N/A
Liaises with:	Tenancy Team, Key Stakeholders, Housing and Community Teams, Homelessness to a Home team (H2H), maintenance and finance staff, external contractors, client administrators and representatives, other Wintringham and Wintringham Housing staff and housing residents.
Location:	Various locations across Melbourne, however travel to all housing sites state-wide will be required.
Classification:	Wintringham Housing
Hours:	Full Time

Program Description:

Wintringham provides housing, support and aged care services to those who are over 50 years old, and have previously experienced homelessness or are at risk of becoming homeless. Many of our residents are frail, elderly people requiring support to maintain living in the community. Many have experienced trauma, have complex ageing needs, and have drug and/or alcohol dependencies or mental health issues.

The *From Homelessness to a Home* (H2H) initiative supports the people who have experienced long-term homelessness and disadvantage and have complex needs. This program will provide the affordable housing and support they need to promote their health and wellbeing and prevent a return to homelessness.

Objectives of Position

The key of objective of this role is to manage units for the Homelessness to Home residents (H2H) in various locations in accordance with the *Residential Tenancies Act 1997*. It will require working closely and collaboratively with key stakeholders including residents to build good relationships and to transition from existing processes to those used by Wintringham Housing as a Housing Association.

The role oversees the tenancies in the H2H portfolio and coordinates the entry and exit of residents from housing properties in conjunction with other relevant service providers.

Working well in a strong team environment is required.

OPTIONS · DIGNITY · RIGHTS ·

Other objectives of the role include:

- Fulfil landlord duties in accordance with *the Residential Tenancies Act 1997*.
- Manage tenancies to high standards in accordance with requirements as a Housing Association.
- Work with the Homelessness to Home Team.
- Have high level communication skills and the ability to work in partnership with services users and support agencies.
- Assist clients to maintain stable housing and independence through paying their rent, resolving arrears by proactively engaging with tenants in a timely and supportive manner, maintaining the properties and therefore sustaining their accommodation.
- Coordinate the entry and exit of residents from housing properties in conjunction with other relevant service providers.
- Maintain and where required develop data collection spreadsheets to record data that enables effective analysis of the assistance and follow up provided through the program

Responsibilities/Duties:

- To ensure confidentiality is maintained at all times.
- Managing the (H2H) property and residents of those properties
- Ability to be professional and to show empathy.
- Have the skills and experience to work effectively and sensitively with a broad range of clients, including those with complex and mental health needs.
- Ability to cope in a fast paced environment to meet the requirements of our service and departmental targets for all programs.
- Coordinate the arrival/departure requirements of residents, complete all required paperwork, including and if required arranging financial assessments that are based on eligibility criteria.
- Assist with the sourcing of suitable accommodation for the H2H client.
- Follow up on rental issues, including the financial arrangements for rental payments, arrears and accounts. Liaising with client administrators/representatives and Centrelink/Veterans Affairs where required.
- Work in different locations as required.
- In liaison with Key Stakeholders, the Site Manager responsible who will be the chair of all meetings, arrange resident meetings at all Wintringham Housing and Wintringham managed sites, this includes: inviting all residents to meetings and ensuring they are aware that the meetings are scheduled; putting an agenda together with input from all concerned and taking minutes at the meeting.;
- Report maintenance issues and faults to Maintenance Manager or other relevant services as required.
- Promptly arrange detailing of units with contract cleaners when units are vacated
- Liaise with Support Workers, who will assess any household goods or furniture required by the resident and ensure any furniture and equipment required is purchased and installed prior to the resident moving into Wintringham Housing and Wintringham owned or managed accommodation in accordance with the service budget.
- Undertake regular inspections of units with other Wintringham and/or Wintringham Housing staff and complete associated documentation.
- Maintain knowledge of tenancy legislation and any other legislation which may be relevant to the position and undertake relevant training in other areas.
- In consultation with the relevant Site Manager, initiate, follow up and represent Wintringham Housing and/or Wintringham through appropriate formal tenancy procedures including applications to and appearances in VCAT.

- Maintain spreadsheets and reporting required internally, and externally. Assist in the preparation of management reports and other information, as required, within agreed formats and timeframes across a range of defined areas of service delivery. Provide all relevant information as required to meet external reporting obligations. This includes reports required under government funding arrangements applicable to specific funded programs.
- Ensure service provision is of a high standard, relevant to a client's assessed needs and culturally and gender sensitive.
- To perform other duties as directed by the Tenancy Manager or delegate.
- To pursue relevant on-going professional development in order to enhance knowledge of contemporary practices and broaden understanding of own responsibilities.
- Relieve other team members in their individual areas of responsibility when necessary

All Wintringham Housing and Wintringham staff are expected to practice open communication and pro-actively participate in problem solving where issues or areas of disagreement arise, as per the Open Communication Policy found in the Leadership and Management Manual.

Health & Safety Responsibilities:

As a Wintringham Housing employee you have the following responsibilities under the OHS Act 2004:

- Take reasonable care to ensure your own safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not wilfully and recklessly interfere with safety equipment
- Report hazards and injuries
- Cooperate with the employer to meet OHS obligation under OHS Act 2004.

Qualifications:

Mandatory

- Current Victorian driver's licence.
- First Aid Certificate – Workplace Level 2
- Minimum of 2 years Community Housing experience

Skills / Experience:

Essential

- A commitment to social justice.
- Excellent written and verbal communication skills.
- Ability to build good relationships with key stakeholders.
- Ability to work both independently and in a strong team environment.
- Demonstrated skills and experience in working effectively and sensitively with a broad range of clients, including those with high support needs and challenging behaviours
- A thorough understanding of the current VCAT/ Residential Tenancies Act 1997.
- Experience in CHINTARO or industry Real Estate Management Software.

- Ability to undertake administrative tasks which may include the following: computer work including Microsoft and Excel, filing, writing reports, letters, memos, case notes and client records, participation in meetings, managing resources and analysing information and data.
- Ability to work independently, manage, plan, and organise one's own work.
- Ability to work with clients who may have a physical or sensory disability and who could display verbal or physically challenging behaviours.
- Ability to work with and gain the co-operation of clients, services providers and staff.
- Ability to liaise, discuss and resolve issues relating to clients and service providers.
- Ability to work as part of a team.

Desirable

- Knowledge of housing and support issues facing older homeless people who may have a physical and/or mental disability and/or drug and alcohol issues.
- An understanding of Aged Care Packages, Aged Care Assessment Services and other community services.
- Real Estate Qualification – Real Estate Agent's Representative

Appointment is subject to the Wintringham Employment Screening policy, including a satisfactory police records check and NDIS Worker Clearance check prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.

Wintringham Housing is an equal opportunity employer.

I have read this position description and understand the requirements and responsibilities of this position as part my employment with Wintringham Housing.

EMPLOYEE'S NAME _____

SIGNED____ _____DATE_____