



POSITION DESCRIPTION 2024

Position	Housing Manager
Job Family:	Operations
Classification:	Level 6 Pay Point 1 Salary & Conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. Salary packaging is offered with this position.
Hours	Full Time – 38 hours per week
Duration	Permanent
Location	Canberra as primary location with travel to Batemans Bay as required
Reports to:	Chief Operations Officer
Responsible for:	As per Organisation Structure (as amended from time to time)
Authority to Act:	Position operates within • Policies and procedures, guidelines and codes of conduct • The defined limits of delegated authority • The confines of budgeted restraints, relevant legislation, regulations and by-laws
Date:	
Position Purpose	
As part of organisation's operations team, the Housing Manager is responsible for overseeing and managing the delivery of high-quality housing services to tenants, compliance with legislation and liaising with stakeholders. This role ensures that all tenant-related services are provided efficiently, effectively, and in alignment with the organization's values. This includes but not limited to: • Provide leadership with behaviours that meet SEARMS code of conduct and commitment to continuous improvement • Identify and deliver service development initiatives in the areas of tenant services and engagement • Ensure tenancy related policy and processes are updated/reviewed and communicated via a trauma-informed lens as necessary • To ensure that staff capability is developed to each team member's full potential The position involves coordinating with various internal stakeholders to ensure that housing services are delivered and communicated to ensure SEARMS and tenants held to respective obligations to contribute to the overall success and sustainability of the housing portfolio. By focusing on continuous improvement and proactive problem-solving, the Housing Manager plays a crucial role in maintaining the quality and responsiveness of housing services and reporting on these as directed. The role reports to the COO against key performance indicators ensuring compliance with relevant legislation and contracts.	

Mandatory Employment Criteria

All offers of employment are subject to a six-month probationary period and all staff are required to participate in an annual performance review linked to the objectives set out for their position.

Other mandatory employment criteria are currency in:

- Minimum 2 years' experience working in community or NFP sector and leading a team
- Working with Children Check
- COVID-19 Vaccination
- Criminal record check providing suitable clearance to work with vulnerable members of the community
- Health and Fitness assessment (ability to walk 1km, ability to lift 15kg)
- Full Driver's License

Organisational Purpose – Vision and Values

With many of our Aboriginal communities currently living in extreme poverty and at risk of/or in homelessness, SEARMS endeavours to address this entrenched disadvantage whilst preserving the integrity and the core of Aboriginal values and beliefs.

Our vision: To be a leader in the provision of culturally appropriate housing and housing services to our clients and communities

Our values are:

- **Leadership:** We pursue excellence to achieve results. We act with courage to act in the best interests of our organisation, our people and communities and country.
- **Integrity:** Our policies and processes are open and transparent. We take accountability in our role of custodian of our assets, people and community.
- **Innovation:** We are continually learning and improving our practises. We learn from others and actively invest in developing skills and capabilities in our people.
- **Kinship:** We work collectively with our people, communities and stakeholders to maximise collective strengths to achieve our goals.
- **Equity:** Championing equal opportunities in status, rights and opportunities for our community both individually and collectively.

Key Responsibilities / Capabilities expectations

As per the relevant level in the SCHADS Award Schedule B Classification Definitions Social and Community Services Employees with key focus points being:

- Leadership & Teamwork
- Communication
- Relationships
- Personal accountability
- Innovation
- Operational planning and execution
- People management
- Risk management
- Organisational relationships
- Reporting, documentation and administration

Key Performance Indicators

Performance is assessed in accordance with adherence to all SEARMS policies, procedures and work instructions, the SEARMS code of conduct, carrying out duties to capabilities stated and managing and training the service delivery team to perform the KPI's listed below:

Key result area 1 - Tenancy Management

- 1) Services are delivered compliant with applicable Owners policy, relevant legislation and NRSCH/ASES compliance
- 2) Responsible for tenant selection in all portfolio applicable to owners policy and relevant legislation
- 3) 100% of vacant properties are shown within 10 working days of request
- 4) 100% of tenancies have a valid lease agreement in place, to be discussed with the COO.
- 5) 100% tenancies have annual Rent Reviews completed
- 6) Supervise Housing Officers in managing tenancy sign-ups and exits, including conducting entry and exit inspections.
- 7) Ensure tenancy transfer applications are processed
- 8) Ensure arrears are maintained at less than 2% of rent charged - to be discussed with the COO.
- 9) All tenancies in arrears greater than 3 weeks have a written repayment plan in place
- 10) All overdue non-rent debts (current and ex-tenants) have a repayment plan in place – to be discussed with the COO.
- 11) Tenant anti-social behaviour incidents are recorded in the complaints system and responded to within 3 working days.
- 12) Refer tenants to and liaise with NCAT coordinator on all NCAT matters
- 13) Ensure Console tenant data is accurate and up-to-date including notes, records of all tenant-related activities, including leases, rent reviews, etc
- 14) Provide regular reports to the COO covering tenancy management, arrears, tenancy KPIs and compliance requirements.

Key result area 2 - Housing Reporting & Compliance

- 15) Assist the COO in the preparation of Board, owners and compliance reports.
- 16) Ensure SEARMS data systems are maintained
- 17) Ensure the continuous improvement of housing management by developing and implementing policies and procedures that meet operational and regulatory requirements.
- 18) Assist with compliance reports as required (Owner reporting/AHO / NRSCH)

Key result area 3 – Team Leadership

- 19) Be a role model for effective and positive leadership which is ethical, results driven and future-oriented.
- 20) Provide ongoing feedback, mentoring, advice and coaching to direct reports, supporting skill development, continuous improvement and increased competencies through an effective performance management framework.
- 21) Oversee delegated HR responsibilities for direct reports including; training and development, performance management, disciplinary management, and Workplace Health and Safety and Rehabilitation.
- 22) Demonstrate ongoing commitment to participation professional development as per organisational policy and procedure.
- 23) Be receptive to and reflect on feedback to improve employee performance.

Key result area 4 - General

- 24) Provide assistance or back up to NCAT coordinator from time to time and when needed.
- 25) Review and suggest improvements to the dispute resolution processes within the organisation's context to enhance efficiency.
- 26) Other duties as reasonably directed.

Person Specifications (Key Selection Criteria)	
To perform this job successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, skills, performance and personal characteristics	
Academic/ Professional Qualifications	• A relevant tertiary qualification and/or equivalent knowledge and experience, or 4 year degree with little experience. Where required for practice, registration with professional body maintained
Experience/ Delivered performance	• Demonstrates knowledge and skills equivalent to discipline specific competencies for this level. • Highly developed computer literacy skills in Microsoft Office software: including Word, Outlook and Excel. • Excellent developed written, oral and interpersonal communication skills • Excellent developed time management and organisational skills • Demonstrated ability to lead and develop a team • Demonstrated ability to work in a dynamic environment, responding flexibly to meet changing needs, priorities and deadlines
Skills & Knowledge	• Understands the need for professional learning of self and others; undertakes regular professional development to build skills to next level.
Personal characteristics	• A personal alignment with SEARMS mission and values. • Professional philosophy consistent with the organisation's vision and values. • Strong planning, time management, problem solving and organisational skills • Demonstrated ability to manage and resolve conflict • Demonstrated ability to work in a dynamic environment, responding flexibly to meet changing needs, priorities and deadlines
Continuous Improvement	• SEARMS has a culture of continuous improvement in service provision and business operations. All employees participate in formal and informal improvement initiatives as part of their day to day role and are encouraged to be innovative and creative.
Desirable:	• Management qualifications • Property Management qualifications or related field • Experience in tenancy management software • Experience in asset management software • Experience in quality and/or risk management frameworks and maintenance • Knowledge of, and commitment to, relevant policies, practises and standards, including WHE, EEO and the NRSCH standards

Workplace Health & Safety Statement (in accordance with WHS legislation)

All SEARMS employees, contractors and volunteers are required to:

- Take reasonable care for their own health and safety and for that of others in the workplace in accordance with legislative requirements and the organisation's WHS policy and procedures
- Take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
- Cooperate with any reasonable directions, policies and procedure relating to health and safety in the workplace
- Immediately report all injuries, illness or 'near misses' to their Supervisor or Manager
- Participate in relevant health and safety training based on roles and responsibilities
- As required, participate in the development and implementation of specific WHS hazard and risk management strategies.

Acknowledgment and certification

I,certify that I have read and accept the Position Description as stated above.

I acknowledge the description of the position is an outline and guide to the duties of professional activities needed to undertake this role successfully.

I understand that a review of the position description may occur and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

Employee's Signature: _____ Date: _____

Employer's Signature: _____ Date: _____