# POSITION DESCRIPTION

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| **POSITION TITLE** | Housing Operations Manager |
| **REPORTING TO** | General Manager, Housing Operations |
| **DEPARTMENT** | Property and Housing |
| **DIRECT REPORT(S)** | Community Housing Officer (Multiple Incumbents) |
| **CLASSIFICATION** | Common Law |

## THE ROLE

To deliver high-quality property and tenancy management services to residents, clients and the broader community. This role provides team management and leadership to ensure that a quality service is provided in accordance with YWCA's values, policies and procedures, organisational performance targets and all relevant government policy and legislation pertaining to each State and Territory.

## KEY RESPONSIBILITIES

**Duties**

Leadership

- Coach, mentor and lead the team to achieve our service goals through building capability, fostering a constructive culture, and promotion of our values
- Work with team members to implement program plans through development of work plans, monitoring and reporting
- Support performance and development through goal setting and active performance conversations
- Act as a point of escalation for complex situations
- Promote a culture of continuous quality improvement in the delivery of housing service to tenants and other stakeholders
- Manage, contribute to, and promote safe and inclusive work practices consistent with our policies and WH&S legislation to support a safe environment for all

Housing Operations

- Ensure that tenant management standards are maintained to a high level and KPI targets are met
- Ensure compliance with government regulations/legislation, WHS and YWCA policy and procedures are understood and met by the team
- In conjunction with the Property team, assist the implementation of the Asset Management strategy for all housing properties
- In conjunction with the Housing Service & Systems Manager, assist in the ongoing implementation and roll out of the housing systems software
- Develop partnerships that will support YWCA residents in sustaining their tenancies, and improve their wellbeing
- Ensure all complaints are managed within YWCA policy and procedure and to the standards within the regulatory environment
- Participate in after hours on call roster
- Facilitate the national annual rent reviews of all tenants in line with YWCA policy and procedures
- Develop and implement effective systems and processes for communication and coordination within the team
- Provide accurate and timely reports on relevant business activities

Engagement and Frameworks

- Working with the General Manager Housing Operations embedding tenant engagement and community building initiatives.
- Ensure that the team follow Workplace Health and Safety guidelines and strategies are put in place to monitor and support team wellbeing
- Monitor the maintenance budgets
- Other tasks as assigned

## QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Demonstrated experience managing individuals and teams
- Experience in the community housing sector with understanding of tenancy management practices and procedures, RTA legislation across each State and Territory, tribunals, maintenance, budget management and establishing operational processes
- Ability to lead, motivate and train team members to establish priorities and manage competing deadlines for self and others
- An awareness, understanding and sensitivity to homelessness issues and the ability and experience to communicate with a diversity of people from various cultures
- Ability to maintain and manage tenancy data on various databases
- Well-developed oral and written communication skills
- Strong mediation and conflict resolution skills with the ability to influence and negotiate
- High level organisational and administrative skills

## ROLE REQUIREMENTS

- Compliance with applicable family violence, information sharing, and risk management policies and requirements under the Multi Agency Risk Assessment and Management (MARAM) Framework (for YWCA Housing employees in Victoria)
- A valid National Police Check
- A state-based Working with Children Check
- A current Victorian Driver's Licence

At YWCA Australia, we live our values every day

