

POSITION DESCRIPTION

Position Title	Tenancy Manager	Employee Name		Date	June 2022
Location	Corporate Suites, upstairs Riverside Plaza Queanbeyan	Organisational Unit/ Department	Your Place Housing Support Service		
Hours Range	25 hours per week				

VISION AND MISSION

Our vision is for everyone living in a secure and safe environment Our mission is to support people experiencing difficulties due to homelessness and domestic and family violence by providing responsive interventions and crisis support
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VALUES

RESPECT	We act with kindness and respect, providing a friendly, safe confidential environment
EMPOWERMENT	We treat people equally, with dignity and compassion, understanding an individual's right to make their own choices
EXCELLENCE	We are dedicated to providing an accountable, reliable and high-quality service
COLLABORATION	We partner with our clients in their care and work collaboratively with other services to support them
INTEGRITY	We are honest, trustworthy, and accountable in our work and relationships

Position reports to	Coordinator	Reportable Positions	Nil
Position Purpose	<p>The role of the Tenancy Manager is to work collaboratively with Coordinators, Case Managers and CEO to efficiently manage a portfolio providing excellent service that ensures a positive tenant experience including connecting tenants with communities and facilitating support as required to maintain their tenancies.</p> <p>Key areas of responsibility include:</p> <ul style="list-style-type: none"> • housing and administering clients in appropriate accommodation and achieving a high level of client satisfaction; • early identification of stressors and provision of timely responses to assist tenants to sustain their tenancies • managing the tenancies in a cost-effective manner to achieve long term value to the tenants • administration of housing management systems; • contributing to service planning and development; • liaising with support agencies, government and non-government agencies on tenancy matters, and • working with Your Place Housing Support Service and Louisa Domestic Violence colleagues in a coordinated and cooperative manner • the above list is not exhaustive and the role may change to meet the overall objectives of the company 		
Qualifications and Experience	<p>A Tertiary Qualification is desirable or lesser qualification with substantial industry experience and/or</p> <p>A minimum 2 years' experience working in tenancy/social housing or other human services or property management related field</p> <p>Proven experience working with vulnerable client groups</p>		

Prerequisites	Current National Police Certificate Current Working with Children Check Current Adult First Aid Certificate Integrity Checks	Eligibility to live and work in Australia Current drivers' licence Covid-19 Double Vaccinated	
Award (if applicable)	Social Community Home Care and Disability Services Industry Award 2010	Classification	Level 4
Resource Management	Nil	Relationships	Liaise with Coordinators, case managers, Administrators and CEO
Delegation Level	TBA	Probationary period	3 months (with 8-week review)

Foundation Competencies Required	Behavioural Competencies Required	Technical Competencies Required
Willingness to work and act in a manner that delivers effective:	Expectations in the role	Knowledge of housing management and tenancy law processes with demonstrated skills in the following areas
Quality / Continuous Improvement Delivers practice that is in line with quality and compliance standards Contributes to the development of evidence-based practice Records stakeholder / tenant complaints and feedback Participates individually and by team in reviewing feedback Offers suggestions to improve practice as appropriate Acts to implement improvement plans	Communication Verbal – confidently and clearly articulates facts and conveys information in a manner appropriate to the target audience Written – clear and concise presentation of information and messages in such a way that conveys understanding and retention of the content (includes the production of reports, project briefs, correspondence, emails, leaflets)	Human Resources and Self Direction Participates in and responds to supervision Ensures practice is in line with behavioural competencies Maintains awareness of own skills strengths and identifies any gaps Seeks, and is open to, feedback on own effectiveness Proactively identifies areas for self-development Actively works to address skills and knowledge gaps in line with training and supervision plan
Planning and Organising - Time and Task Management Performs own role and responsibilities effectively Manages time and responsibilities effectively Prioritises work and addresses what is most urgent, plans for important tasks Uses tools effectively to assist with planning and organising	Responsibility and Accountability Understands the role and its responsibilities. Takes personal accountability for actions and decisions	Strategic Planning / Strategic Focus (Contributing / shaping long term organisational plans) Supports the achievement of organisational goals Provides input and feedback for ongoing planning Adheres to action plan and KPI's in day-to-day work
Diversity and Conflict Resolution Recognises and respects differences in cultural background Responds in culturally appropriate ways Recognises and respects issues of diversity in service provision	Person Centred / Client Focus Listens and understands tenant / client perspective; anticipating their needs, giving high priority to secure satisfaction. (internal, external and clients)	Financial / Resource Management (provides effective managing / overseeing the use of financial resources) Handles finances and records accurately and in accordance with policy and in line with delegations Ensure minimisation of costs where possible and appropriate Ensures care in use of property and equipment
Creativity and Innovation Identifies the similarities and differences between current and past situations Looks at information and sees patterns, trends and missing pieces Is prepared to 'have a go' at trying new ways of doing things or others' ideas	Collaboration and Team Work Actively participating in and contributing to team effectiveness; taking action that considers the perspective and needs of others; being aware of the effect of behaviour on others Managing Relationships – builds and maintains positive, productive and mutually beneficial working relationships	Organisational Capability – (provides effective skills, knowledge, expertise and structures to fulfil organisational objectives) Provides technical input in role Ensures adequate and up to date knowledge to undertake role Provides feedback on areas for skill development and training needs

Questions currently accepted ways of doing things Thinks in terms of options when identifying solution		
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Key Result Areas	Key Activities	Standard Measures
Tenancy Management The tenancy manager works collaboratively with the tenancy, SHS programs and administration and to achieve the organisations goals	The Tenancy Manager's primary focus is: <ul style="list-style-type: none"> • Allocating housing in accordance with Molonglo policies and procedures • Managing tenancies in accordance with Molonglo Tenancy Pathway Planning Framework and overall policies and procedures; • Identify tenant support needs in conjunction with the tenant and ensure support referrals are made to assist tenant's housing/lifestyle needs • Adopt early intervention practices to ensure tenancy disputes are minimised and, where they arise, are identified and dealt with appropriately and promptly • Maintain regular contact with tenants and support services to ensure tenancies are sustained • Resolving issues and concerns raised by tenants with respect and consideration; • Ensure all complaints and incidents are recorded in the register and are immediately advised to the appropriate person as per Molonglo policy and procedures; • Assistance with rent assessments and the necessary rent adjustments when required; • Liaising with tenants and lessors on a regular basis; • Following the Molonglo tenant application and allocation policy and procedures; • Maintaining tenancy records; • Issuing relevant notices under the Residential Tenancies Act NSW 2010 and • Following procedures for dealing with tenancy disputes as developed by Community Housing and Molonglo Support Services policies and legislation 	<ul style="list-style-type: none"> • Allocation co-ordinated to achieve tenant turnaround targets, of vacancies of 7 days or less. • Ensure Tenancy Pathway Planning identifies tenant support needs and is completed on the agreed cycles with tenants. Ideally every 3 months and no longer than every 6 months. • Ensure that Tenancy Plans are completed, logged and saved in CIMS and tenant has been provided a copy of the plan no later than 24 hours following plan meeting. • Tenant Satisfaction – ensuring early intervention responses are in place when issues arise or are identified in tenancy pathway process. • Ensure Coordinators are updated on any serious tenancy issues as they progress. • Tenant Satisfaction – ensuring issues and complaints raised by tenants and stakeholders are managed in accordance with Molonglo Support Services policy, procedures and core business values. • Administration tasks completed in a timely and accurate manner. • Preparing applications and attending NSW Civil & Administrative Tribunal (NCAT) as required, and within the related legislation frameworks. • Working collaboratively with property and admin teams ensuring tenant exits are completed within 2-4 weeks of exit. • Ensure all enquiries and phones are responded to in a timely manner • Accurate and detailed notes, contact log notes are entered for each and every tenant contact and query in CIMS. • Ensuring that rent reviews are checked every 6 months in accordance with Molonglo Support Services rent policies

Key Result Areas	Key Activities	Standard Measures
Governance	<ul style="list-style-type: none"> • Understand and adhere to Molonglo Support Services policies and procedures, mission and values • Apply knowledge and adhere to all relevant legislative and policy frameworks including <ul style="list-style-type: none"> ○ Residential Tenancies Act NSW 2010 ○ Community Housing NSW ○ NSW Land and Housing Corporation (LAHC) 	<ul style="list-style-type: none"> • Works in line with Behavioural Competencies • Complies with legislation and Molonglo Support Services Policy and Procedures when managing tenancies • Complies with Delegations

	<ul style="list-style-type: none"> • Deliver a high level of client service in line with the Molonglo Support Services Client Services Charter • Adhere to delegations for decision making and financial matters • Provide accurate and detailed reporting as required • Ensure privacy and confidentiality is maintained at all times • Implement Operational Agreements and contracts relevant to our tenants, including allocations, nomination rights and funding streams for programs under portfolio • Comply with all Molonglo workplace health and safety related policies and procedures 	
Liaison with NSW Land and Housing Corporation, DCJ NSW Housing and Argyle Community Housing, Barnardos and others The Tenancy Manager is required to work cooperatively with the government and other community housing organisations	<ul style="list-style-type: none"> • Prepare reports and collect data as required • Maintain liaison with Departmental officers primarily in the area of allocations, and where appropriate maintenance/upgrades and inspections. • Have a working knowledge of the Funding Agreements and Program guidelines for all housing programs. 	<ul style="list-style-type: none"> • Allocations in line with policy and timeliness to achieve Government tenant turnaround targets • Administration tasks complete in a timely and accurate manner
Financial Management	<ul style="list-style-type: none"> • Controlling expenditure • Recovering damages and other tenant charge costs in a timely fashion • Recovering rent and repairs arrears in a timely fashion • Keeping appropriate financial records. 	<ul style="list-style-type: none"> • All expenditure approved within delegation limits • Ensure vacancy times are minimised, and raise issues with the Coordinator when vacancy times are expected to increase. • Work within the LAHC Asset Management framework and Community Housing timeframe standards to ensure repairs timeframes are minimised • When property care or damage issues are raised by the Tenants or Case Managers / Coordinators following routine inspections discussion with tenant to put payment plan in place for cost of repairs immediately or within 7 days of inspection • Purchase orders completed and processed in a timely and accurate manner • Work collaboratively with services to manage Rent and Repairs arrears targets. • Reviewing rental and repairs ledgers with tenants every 3 months.

Key Result Areas	Key Activities	Standard Measures
Tenant Engagement and Community Events	<ul style="list-style-type: none"> • Assist in the implementation of tenant engagement activity • Assist in the planning and implementation of events – community • Assist in the co-ordination of specific project events as appropriate 	<ul style="list-style-type: none"> • Feedback demonstrates high levels of satisfaction • Work collaboratively with the Tenant and Coordinators to ensure a minimum of quarterly visits and / or community engagement activities • Attend community engagement events together as required. • Assist the Coordinators to develop engagement plans based on your knowledge and experience with tenants and complexes.

<p>Property Management</p> <p>The Tenancy Manager is required to carry out property management tasks in coordination with the property team as required in accordance with Molonglo policies and procedures</p>	<p>These are a secondary focus and may include:</p> <ul style="list-style-type: none"> • Carrying out property inspections as required and keeping inspection records in accordance with headlease and sublease arrangements as well as Molonglo policies and procedures • Ensuring effective and timely when coordinating repairs and maintenance to all Molonglo properties • Maintaining appropriate key security • Maintaining property records • Ensuring fire safety regulations for each housing program are followed • Ensuring all the grounds of Molonglo complexes are kept clean and well maintained • Assisting in the development and management of the annual asset management plan including furnishings and equipment 	<ul style="list-style-type: none"> • Carry out routine Inspections as required completed fully, accurately and on time • Repairs co-ordinated to achieve tenant turnaround targets • Administration tasks complete in a timely and accurate manner
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Key Result Areas	Key Activities	Standard Measures
<p>Community Networking and Education</p>	<ul style="list-style-type: none"> • Work collaboratively with the Coordinators to ensure regular attendance and engagement in relevant networks in the region • Work co-operatively with relevant community organisations, government departments, local authorities, trades people, lessors and real estate agents, • Promote Molonglo Support Services and all of its programs to the community 	<ul style="list-style-type: none"> • Assisting in securing strong satisfaction levels from stakeholder survey • Ensure participation in relevant network meetings and engagement with the local community to support tenants as required. • Attend network meetings as directed by team leader and report to the wider Molonglo Support Services team following meetings regarding any relevant agency or sector news and updates.
<p>All Areas</p>	<ul style="list-style-type: none"> • Perform other duties as are within the limits of the employee's skill, competence and training, consistent with the respective classification and within the scope of the position • Undertake relevant training and personal development opportunities relevant to the role • Participate in weekly team meetings 	<ul style="list-style-type: none"> • Other duties performed as requested
<p>Employee's Signature:</p>	<p>Date:</p>	
<p>Print Name:</p>		
<p>Manager's Signature:</p>	<p>Date:</p>	
<p>Print Name:</p>		