

## Position Description – Tenancy Manager

**Servants Community Housing** is a registered housing provider. We provide safe, affordable housing to some of Melbourne’s most vulnerable, including people experiencing mental illness, trauma, homelessness and domestic violence. Our unique model includes onsite managers and the provision of an evening meal. Housing 95 residents across four Boroondara residences with support from local churches, community groups and professional services, Servants is known for building strong communities where respect, dignity, hope and opportunity are nurtured.

We are looking for an experienced tenancy manager to join our passionate team, ideally with 5+ years’ experience in the social or community housing sector and familiar with the opportunities and challenges surrounding mental illness, homelessness and housing. The successful candidate will be characterised by their resilience, strong people skills, administrative bent and high emotional intelligence. Working from our office at Hawthorn West Baptist Church, and across our Boroondara properties, the tenancy manager will provide quality tenancy management services to support our live-in staff.

POSITION DESCRIPTION	
Role Title:	Tenancy Manager
Employment Agreement Classification:	Social Community, Home Care and Disability Services Industry Award 2010, Level 4
Employment conditions:	Superannuation, tax-free salary packaging option
Hours of Work:	Full time (1 EFT) or Part time (.8 EFT) would be considered
Tenure:	Ongoing
Location:	Hawthorn, Kew
Reports to:	CEO
Liaises with:	Live In Rooming House Managers, Facilities Manager, administration team, CEO, external support staff and case workers

## Key Objectives

- To provide quality service to prospective and current residents.
- To manage tenancies according to the Residential Tenancy Act 1997.
- To manage applications, waitlist and new tenancies.
- To manage rent arrears.
- To keep accurate records and provide prompt and accurate reporting.
- To collect data to inform our ongoing service provision.
- To provide training and support to live-in staff to manage tenancies according to the Residential Tenancy Act 1997.

## Duties and Responsibilities

- Manage applications, interviews, sign ups, rent reviews, collection processes and property inspections for prospective and current residents within benchmarks
- Adhere to the Residential Tenancies Act 1997 and maintain up to date knowledge
- Manage, respond to and resolve resident queries
- Maintain relationships with the live in House Managers, support staff and volunteers
- Provide accurate and timely information and reports
- Accurately record all resident information in Servant's tenancy management system
- Promote SCH to referral agencies and relevant services
- Develop and maintain appropriate linkages with other relevant services and organisations and undertake work in collaboration with other agencies.
- Prepare for and represent SCH at VCAT's Residential Tenancy List hearings, to make application for various orders/warrants etc and implement Orders made at VCAT
- Complete ingoing, routine and exit inspections
- Report maintenance issues
- Ensure accurate and timely information in the tenancy management software
- Attend resident house meetings, staff meetings and other meetings as required
- Manage tenancies according to high standards as described by the Victorian Housing Registrar and DFFH
- Meet documented KPI's as identified through organisational plans.
- Undertake professional development and training
- Provide occasional relief to other staff in their area of work when required
- Other duties as required

## Selection Criteria

### Qualifications and Experience

- A relevant tertiary qualification is desirable, along with experience working in the community services sector and/or real estate sector undertaking tenancy or property management
- Experience in social housing coupled with an understanding of issues affecting socially disadvantaged groups eg drug and alcohol, mental health
- You are encouraged to apply if you feel you possess demonstrated transferable skills to be effective in the role and a willingness to undertake training.

### Knowledge and Skills

- Experience working with the Residential Tenancies Act 1997 and VCAT.
- Knowledge, understanding and empathy of the behaviours of people who are undergoing significant personal stress associated with poverty, mental illness, housing stress and trauma.
- Exceptional organisational skills with the ability to work unsupervised and contribute to the overall success of the team.
- Excellent written and verbal communication skills
- Well-developed interpersonal and negotiation skills including demonstrated conflict management skills
- Ability to work effectively in a multiskilled team environment to deliver quality service orientated outcomes.
- Ability to undertake computer based administrative tasks including Office 365, written reports, client records, minutes of meetings and tenancy management systems.
- Ability to work with people who have physical or mental health disabilities, drug and alcohol issues and people who may display verbal or physically challenging behaviours
- Ability to maintain confidentiality

## Core competencies

- Commitment to social justice and the values of Servants Community Housing
- Commitment to treat others with respect and dignity
- Commitment to high ethical standards and Servants Code of Conduct

## Requirements of the Position

- National Police Check and Working with Children's check
- Current Victorian Driver's license
- First Aid Certificate or willingness to obtain
- Signed agreement to abide by the policies and procedures Servants Community Housing

## Application information

To apply, please send a cover letter which describes your suitability against each of the key selection criteria detailed in the Position Description and your current resume containing your contact details, summary of work experience, details of qualifications and education.

If required for an interview, you will be requested to provide details of at least three referees.

For further information, please contact Amanda Donohoe on 0417085443.

**Applications can be submitted by email to**

[ceo@servants.org.au](mailto:ceo@servants.org.au)

**Applications close:**

Monday 20<sup>th</sup> September, 2021