

Position Description

Position Title:	Manager, Place Management North
Team:	Place Management North
Employment Status:	Full-time and Ongoing
Primary location	Collingwood, but may be required to work at other Unison locations

About Unison

Unison is a not-for-profit organisation that works to reduce disadvantage and social exclusion by creating communities that thrive. We develop, own and manage social, transitional and affordable housing and provide commercial property management, owners corporation management, and cleaning and grounds services.

We believe that affordable housing is the foundation on which to build a life of value but that a good life takes more than just housing. A good life takes place in a community. Unison also assists over 3,500 people who are homeless or at risk of homelessness each year.

Unison is proud to be an Equal Employment Opportunity (EEO) employer. We are committed to the safety of our clients and staff and engaging in a diverse workforce. Unison encourages individuals of diverse backgrounds, including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, and the LGBTIQ+ communities, to join our workforce.



OUR VISION

Communities that thrive.

OUR MISSION

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless, by developing, managing and providing access to affordable housing.

Our Values

We are committed to delivering high-quality services in line with our organisational values. These values are the principles that guide how we operate, how we provide services to our customers, how we treat each other within the organisation, and how we relate to the broader community.

As a values-based organisation, Unison seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to maintain high work standards in line with our values.

At Unison we value:



Position Objectives

The Manager, Place Management North will provide proactive leadership and drive service excellence for a team of approximately 15 staff managing Unison's housing portfolio in the northern suburbs of Melbourne. The property portfolio includes social housing, affordable housing, rooming houses and supportive housing.

The position is responsible for the operational management of place management services and ensuring robust systems and practices are in place to support Unison renters. The position is supported by 3 direct reports: two Team Leaders Place Management, responsible for delivering tenancy services to renters; and a Place Management Project Officer, responsible for key place management projects such as income reviews, reporting obligations and facilitating policy implementation.

Key Accountabilities

Place Management Services

- Oversee the provision of efficient and effective operations of Unison's place management services in the northern suburbs of Melbourne
- Ensure tenants are treated with dignity and respect in line with Unison values
- Ensure funding and service agreement requirements are met and foster collaborative partnerships with funding bodies
- Ensure rent collection and rental arrears are effectively and efficiently managed in line with Unison policy and the Residential Tenancies Act.
- Working collaboratively with the Property Team, ensure Unison meets its responsibilities in relation to the repairs and maintenance of properties.
- Ensure Unison staff are accessible to tenants and regularly visit properties

- Ensure tenants are supported and encouraged to participate in the development and operation of Unison.
- Work with the Director Housing and Homelessness, the Senior Manager Place Management and the Manager, Place Management West to implement the Unison Operational Plan
- Manage contract arrangements as required.
- Manage reporting requirements for partnership and government contracts

External Relations

- Build strong and connected engagement with contract partners to ensure success in delivering high quality and facilitate sustainable tenancies
- Develop and maintain effective and collaborative partnerships with external stakeholders including government agencies, other housing providers and organisations providing support services.
- Participate where appropriate in external conferences, workshops and other forums.

Financial and Resource Management

- In consultation with the Director Housing and Homelessness and the Senior Manager Place Management prepare annual budgets
- Monitor performance against budget and take corrective action where required
- Ensure expenditure is incurred in line with relevant policies and procedures

Compliance and Risk

- Ensure that staff are aware of the Unison compliance framework and foster a culture in which all staff understand their role in maintaining compliance
- Monitor key performance measures and implement corrective action as required
- Use key performance measure data as a management tool to improve accountability and improve services
- Ensure key risks are identified and managed in accordance with the organisation's policies and procedures

People Management

- Lead, motivate and manage an engaged, capable and productive team to achieve positive outcomes for renters.
- Model, promote and maintain a positive, respectful and enthusiastic work environment aligned to Unison Values and Code of Conduct.
- Maintain high standards of professional practice within the team through the provision of support, guidance and coaching. Ensure constructive feedback is provided through regular supervision and performance reviews.
- Ensure team members receive mentoring and guidance and have access to opportunities to support their professional growth and development.
- Where required, undertake performance management and succession planning.

Personal Accountability

- Champion a culture that is respectful, non-judgemental and inclusive in line with Unison's Values, Code of Conduct, Policies and Procedures.

- Actively participate in activities and initiatives to promote and sustain a positive and collaborative workplace with colleagues and stakeholders.
- Participate in team meetings, Unison staff meetings and other meetings and forums as required.
- Participate in regular performance review and planning.
- Ensure regular reports relevant to the position are accurate and provided within specified formats and timelines.
- Comply with all legislation, regulations, standards and Unison policies and procedures relevant to the position.
- Other duties as directed by Unison.

Key Selection Criteria

Qualifications and experience	<ul style="list-style-type: none"> • A relevant tertiary level qualification and/or • Demonstrated and extensive experience within the housing sector (government, non-government or private) • Experience in managing staff across multiple locations • Experience working in housing
Personal qualities	<ul style="list-style-type: none"> • A demonstrated commitment to social justice and to the empowerment of disadvantaged members of the community • Ability to show initiative, be a self-starter and work autonomously. • A high level of energy and enthusiasm • Positive team-working approach
Knowledge and skills	<ul style="list-style-type: none"> • Understanding and experience in delivering services within the housing sector, including public, social, affordable and private housing • Experience in the direct provision of high-quality place management services • Demonstrated skills and experience in the leadership of teams • Experienced in successful contract management • Results oriented and ability to achieve key performance measures and targets • Skills and experience in working effectively and sensitively with a broad range of people, including people with high support needs and challenging behaviours • A demonstrated ability to establish and maintain partnerships with key stakeholders, including Government Departments and support services • An understanding of and demonstrated application of the Victorian Residential Tenancies Act (RTA) • Experience in developing and maintaining sustainable inter-agency partnerships • High level communication skills – including verbal and written communication • Excellent computer skills, including experience with MS Windows and MS Office
Workplace Health and Safety	<ul style="list-style-type: none"> • Comply with Unison’s OHS policy and procedures and applicable legislation and promote a positive safety culture. • All employees must take reasonable care for the health and safety of themselves and others affected by their actions at work.

	<ul style="list-style-type: none"> Regularly inspect your work environment and report any incidents, hazards or near misses that can cause harm or represent a threat to public safety to the relevant Manager or Supervisor. Actively participate in hazard identification and elimination where practical.
Other requirements	<ul style="list-style-type: none"> A current valid and full Victorian Driver's Licence is essential This role is subject to a satisfactory National Police History check and Working with Children Check. Applicants who have lived overseas for 12 months or longer during the past ten years must provide the results of an International Police Check. All employees are required to provide evidence of 2 COVID-19 vaccinations

Organisational Relationships

Accountable to	Senior Manager Place Management
Supervises (Day to Day Operations)	Team Leaders Place Management Place Management Project Officer
Internal relationships	Manager Place Management – West Unison Executive and Management Teams Other Unison staff
External relationships	Government Departments Support agencies providing support to Unison renters Other relevant local forums & networks

Physical Inherent Requirements

Office duties	<ul style="list-style-type: none"> Sitting at a workstation using a computer or sitting for up to two hours at a time with breaks. General office-based work includes handling files and various paperwork and attending to phone calls and stakeholder enquiries.
Driving	<ul style="list-style-type: none"> Required to drive private or Unison owned vehicles.
Work environment	<ul style="list-style-type: none"> May be required to work from different sites, including offsite facilities. Exposure to varied weather conditions.
Lifting and carrying	<ul style="list-style-type: none"> Infrequent lifting and carrying of items up to 5kgs.
Bending and reaching	<ul style="list-style-type: none"> Required to occasionally bend and reach.

Position Description Review

Date Position Description Adopted:	April 2023
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Position Description Review Date:	April 2025
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