

POSITION DESCRIPTION TEAM LEADER GRAFTON

Position Objective:

The Team Leader Grafton is responsible for the management (and delivery of) a broad range of client service and tenancy management services in the Clarence Valley area.

The role involves monitoring the work of the local housing team and liaising with and assisting the Housing Services Manager in ensuring there are effective responses to policy, procedural and system needs. The position ensures that important relationships with community agencies and other key stakeholders are built and maintained, including participating in the regular review of all supported housing arrangements between the Company and local agencies.

The Team Leader Grafton is also responsible for direct tenancy management services for an allocated portfolio of rental properties.

Reporting Relationship:

The Team Leader Grafton reports directly to the Housing Services Manager of North Coast Community Housing Company.

Supervisory Responsibilities:

This leadership position is responsible for managing the team's work and resources to ensure that the Company's social housing register, tenancy management and general client service objectives are met. This requires formal supervision and management of the team, coaching of individual team members and the identification of further training needs as necessary. Additional supervisory responsibilities for this position may be identified from time to time.

The Team Leader Grafton is currently responsible for the management of the following positions:

- Tenancy Manager (part-time position – 3/5)
- Housing Access Co-ordinator (part-time position – 4/5)
- Housing Assistant (part-time position – 3/5)
- Client Services Officer (full-time position)

Key Relationships:

Internal:	External:
<ul style="list-style-type: none"> • Grafton team members • Housing Services Manager • General Manager • Access Co-ordinator • Tenancy Support Worker • Housing Assistants, and • All other NCCHC staff and Directors. 	<ul style="list-style-type: none"> • Auditors/Insurers/Real Estate Agents/Solicitors and Valuers • Housing register clients • Community agencies, including support service providers • Contractors/Consultants/Suppliers • Housing NSW • Community stakeholders and leaders • Community Housing Division • NSW Federation of Housing Associations • Tenant Councils and tenants, and • Other relevant funding bodies and community

Key Responsibilities:

Compliance

- Uphold and implement the North Coast Community Housing Company's (the Company) philosophy and objectives
- Engage in professional and ethical conduct at all times
- Work within the law, the Code of Practice for the sector and the policy and procedure guidelines, as detailed in the Company's Policy and Procedure Manual
- Maintain an overview of housing management issues
- Work co-operatively with other staff and with Board members
- Attend staff meetings, company meetings and other meeting on behalf of the company that are required from time to time
- Attend training either internally given or externally as may be arranged from time to time.
- Travel as required to manage portfolio and attendance at meetings and training

Leadership and Team Co-ordination

- Assists housing team members in dealing with complex tenancy and client service matters
- Co-ordinates team activities, resource allocations and administrative arrangements to ensure effective client service delivery at all times
- Identifies policy, procedural, system or resource allocation matters requiring improvement and/or attention and works collaboratively with management in responding to any changes required
- Ensures that all meetings, including housing team meetings and Tenancy Management Committee meetings are held as required and operate according to policy.
- Co-ordinates and meets the training and coaching needs of all new housing team members to ensure that basic skill competency requirements are met
- Supervises the operations of the tenancy team to ensure that staff are working safely and within the occupational health and safety policies of the Company
- Conducts regular formal supervision sessions with and annual performance appraisals of all local team members
- Identifies areas where team members may not be working to agreed policies and/or procedures
- Meets regularly with the Housing Services Manager

Tenancy Administration

- Ensure timely preparation of tenancy establishment documentation for new tenants.
- Ensure satisfactory sign up tenants of at start of tenancy including explaining tenancy agreement and conditions.
- Assist tenants other stakeholders to resolve issues which are within the range of skill normally employed by a person of this classification.
- Respond to correspondence from tenants and other stakeholders in a timely manner.
- Attend to neighbourhood disputes as per policy.
- Calculate tenant's rental subsidy in accordance with OCH Rental Policy.
- Assist with tenant rent reviews.
- Update information systems with contact and other details from tenants and other stakeholders in a timely manner.

Manage Rent Collection

- Monitor tenant overdue report weekly.
- Follow up rent arrears issues with tenants in arrears in accordance with arrears policy.
- Make arrangements with tenants for arrears repayments.
- Prepare applications to CTTT for hearing in cases of tenancy breaches.
- Prepare documentation of CTTT hearings.
- Represent the company at CTTT hearings.

Property Portfolio

- Ensure basic property management functions are carried out effectively.
- Identify and acquire appropriate private rental properties for headleasing under the leasehold program.
- Ensure property condition reports are completed at the beginning and end of client tenancies.
- Ensure property condition reports are completed at the beginning and end of head lease tenancies.
- Carryout routine property inspections program.

Manage Property Maintenance

- Enter maintenance requests in property management system as and when received.
- Issue repair and maintenance work order requests in accordance with policy
- Identify and prepare routine schedule of works for vacant properties
- Ensure completion of quality control audit for maintenance work.
- Arrange for quotations from builders for larger building maintenance work.
- Assist with identifying cyclical maintenance requirements for capital properties.
- Assist with the development asset management strategies.

Tenancy Management

- Respond to and record telephone and face to face inquiries.
- Ensure messages taken on answering machine are documented.
- Follow up general inquiries from tenants and other stakeholders.
- Ensure housing application forms are sent to clients as requested.
- Process and document transfer requests from existing tenants

Community and Stakeholder Relationships

- Liaise directly with local supported housing and other community agencies working in partnership with the Company.
- Assist the Housing Services Manager in reviewing formal supported housing agreements between the Company and local agencies.
- Attend community agency and network meetings and forums relating to the work of the local housing team.
- Establish working relationships with government funding bodies and other funding sources and identify opportunities for partnership with other areas within the housing system.
- Establish and maintain pathways for tenant participation across the organisation.

Housing Waiting List

- Provide accommodation referrals for clients where necessary.
- Prepare allocation shortlists for the reletting of all vacant properties
- Make appropriate offers of housing to social housing applicants and tenants

Service Innovation

- Undertake continued industry reading, research, site visits and conferences to ensure tenant services remain leading edge.
- Assist the Housing Services Manager to build strong relationships, partnerships and alliances with service providers, education institutions and related industries to assist with service growth and meeting consumer demands.
- Monitor client and resident satisfaction through the maintenance of effective feedback process.
- Participate in projects and initiatives aimed at continually improving the broad range of services provided by NCCCHC.

General office administration

- Maintains an overview of occupational health and safety within the workplace and assists in the implementation of Occupational Health and Safety plans
- Ensures all locally held office equipment and assets are maintained safely and in accordance with policy
- Maintains petty cash registers and systems for office payment receipting

Key Position Requirements:

1. Previous experience within the housing/community services or tenancy management/real estate sector.
2. Certificate IV in Social Housing (or commitment and ability to complete course within 2 years of employment commencement).
3. Proven expertise in coaching and mentoring staff in a team learning environment
4. Knowledge of relevant statutes/legislation, current/emerging trends and requirements applicable to the operation of Social & Affordable Housing services and/or residential tenancy landlords.
5. Understanding of housing issues and empathy for clients with high and/or special needs.
6. Strong problem solving skills
7. Cross-cultural sensitivity, a flexible worldview and emotional maturity.
8. High degree of drive, initiative, motivation and outcome orientation, with the capacity to deal with multiple and often conflicting priorities.
9. Effective written and verbal communication skills with the ability to build and maintain effective internal/external relationships and to share specialist knowledge and technical skills within in a team environment.
10. Well developed computer skills, including proficiency with MS Office Programs particularly Word, Excel and PowerPoint.
11. Unrestricted NSW driver's licence.

Desirable Position Requirements:

1. Completion of Tertiary studies in the social sciences/humanities/property management field.
2. An awareness of Housing NSW products and services.
3. Demonstrated working knowledge of TMS.

Background Checks/Licences:

This position requires mandatory national police and bankruptcy checks to be conducted. Successful candidates will also be required to hold a current unrestricted NSW drivers licence.

Performance Measurement, Management & Appraisal:

The performance of this role and its value to the business will be assessed using the nominated key performance area results negotiated and established with the General Manager annually.

Acceptance

I have read, understand and accept the above Position Description relating to the position I have been appointed to:

Incumbent's Name:

Signature:

Date:

Manager's Name:

Signature:

Date: