

POSITION DESCRIPTION



JOB TITLE: National Housing Team Leader

REPORTING TO: National Housing Operations Manager

DEPARTMENT: Housing

LOCATION: Melbourne

THE ROLE: The National Housing Team Leader role ensures that YWCA delivers high quality property and tenancy management services to tenants, clients and the broader community. This role provides team management and leadership to ensure that a quality service provision 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.

YWCA VISION: all women, young women and girls are safe and respected, with equal access to power, opportunity and resources.

YWCA PURPOSE: to be a strong, unified, national feminist organisation for women, young women and girls, working to achieve gender equality.

It is a requirement that the job holder fully complies with, promotes and lives **YWCA's Core Values:**

FEMINISM

INCLUSION

EXCELLENCE

INNOVATION

INTEGRITY

KEY RESPONSIBILITIES

- Management of the National Housing Team including providing coaching, support and supervision to direct reports and volunteers.
- In conjunction with the National Housing Operations Manager, promote a culture of continuous quality improvement in the delivery support and service provision to tenants and other stakeholders.
- Ensure that tenant management standards are maintained to a high level, including allocation of vacancies filled in line with YWCA policy and procedures and KPI targets are met.
- Ensure that processes for assisting prospective tenants gain access to YWCA housing follow a fair and open process in accordance with YWCA policy and procedure.
- Implement the Asset Management strategy for all housing properties.

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- Develop partnerships that will support YWCA residents/tenants in sustaining their tenancies, connecting them to the local and wider community.
- Monitor all tenancy related reports, including tenancy issues, disturbances and antisocial behaviour.
- Ensuring all complaints are handled and managed promptly within YWCA policy and procedure and to the standards set by the relevant Residential Tenancies Act (RTA) legislation.
- Monitor national rent collection and rent arrears management systems to ensure that processes meet YWCA policies, procedures and timeframes.
- Ensure that upgrades, programmed and responsive maintenance is being undertaken within the set timeframes.
- 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.
- Monitor and report on all tenancy related matters to the National Manager – Housing Operations.
- Ensure team members receive effective and appropriate training.
- Ensure regular opportunities for team building and for recognition and reward for employee achievement.
- 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.
- Recognise areas for opportunities in service and operational processes and work with the National Housing Operations Manager to prioritise and manage projects.
- Undertake other tasks as assigned by the manager.

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Demonstrated experience managing individuals and teams, including managing remote teams/individuals.
- Experience in the community housing sector or property related industry, ensuring familiarity with tenancy management practices and procedures, RTA legislation across each State, 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.

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- 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 - CHINTARO and Excel
- 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.
- A valid state-based working with children or working with vulnerable people check.
- A valid Victorian Driver's License.

EMPLOYEE AGREEMENT

Name

Date

Signature