**Position Description**

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| **Title** | **Manager Urban & Remote Tenancy Support Service** |
| **Reporting to** | Executive Manager Operations |
| **Salary Range** | $80,000 - $85,000.00 per annum |
| **Liaises with** | All staff  Tenancy Management Support Team  NT Government Territory Housing representatives  Community Living Areas tenants, only as approved by the landlord Territory Housing |
| **Award** |  |
| **Type of Position & Hours of work** | Full time (38 hours per week)  8am to 4:30pm, Monday to Thursday, and 4:00pm on Fridays (some after hours work may be required) |
| **Position Summary** | The Manager Tenancy Support Service role will oversee the Tenancy Management Support Team to Julalikari Council Aboriginal Corporations contractual requirements for service delivery, whilst delivering the program in a way that fosters trust and cultural empowerment of tenants in the Tennant Creek Community Living Areas.  The Manager Tenancy Support Service will ensure that all legislated and contractual requirements for tenancy support and community engagement are met and adhered to by the team. They will also oversee the delivery of the Living Strong Program to the contract requirements, and all other required services detailed in the contract.  The role will be responsible for the training and development of staff, and ensuring all data and record keeping is maintained as per the requirement, including responsibility for monthly reporting and managing strategic and operational relationships with Territory Housing, the Housing Maintenance Team, and referral pathways (internal and external) as required. |
| **Essential Criteria** | * Demonstrated awareness of the key issues faced by Aboriginal people relating to housing and tenancy support, including the ability to interpret and deliver Territory Housing’s Living Strong Program to requirements. * Demonstrated experience in delivering community service models to funded service agreement requirements, including managing service delivery, data collection and high-level reporting * Demonstrated Team and Supervisory Management, including experience in managing and supporting teams on a day-to-day basis to understand service delivery expectations, customer service requirements, individual and shared responsibilities, professional boundaries and the importance of capturing data and information correctly. * Technical management experience, including rostering, scheduling activities, team meetings, data review and collation and other required management functions as part of the role. * Experience in delivering quality client service * Current NT driver’s licence, Ochre Card, satisfactory National Police Check and certificate showing full vaccination for COVID-19; * Tertiary qualifications in Social Work and/or Community Services, or related relevant discipline. * Minimum 2 years experience in a community service delivery environment |
| **Desirable Criteria** | * Demonstrated Experience working in tenancy support or tenancy management |
| **Key Attributes** | * Excellent stakeholder engagement skills, including the ability to work effectively with Government representatives to ensure service delivery outcomes are meeting expectations, and the ability to resolve problems successfully to ensure continuous improvement * Excellent leadership and management skills, including a passion for supporting and developing staff. * Skilled in managing customer expectations and applying discretion in dealing with sensitive issues and environments * Well-developed problem solving and influencing skills including ability to recommend strategies for resolution * Good organisation skills and an ability to work to strict deadlines and work well under pressure * High level interpersonal and communication skills with a demonstrated ability to liaise effectively at all levels and the ability to negotiate and influence successful outcomes |

*The statements contained herein reflect general details, as necessary to describe the principal tasks of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including working in other functional areas to cover absences or relief, to equalise peak work periods, or to otherwise balance the workload. I acknowledge that the attached Key Performance Indicators (page 3 & 4) will be used to assess my performance in this position.*

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of Julalikari Council Aboriginal Corporation.

Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Print name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Position Description – Key Performance Indicators**

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| **Position Title** |

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| **Tasks and Responsibilities** | **Key Result Area/ Key Performance Indicators** |
| **Programs** | |
| Develop and maintain required policies, procedures and templates for Community Engagement, Tenancy Management and Living Strong Program requirements | *The Tenancy Support Team is operating in accordance with appropriate legislation, policies, procedures of the funding body and contract* |
| Develop and maintain a Service Delivery Plan for the Tenancy Support Service, that is in line with the contract requirements | *All activities related to Tenancy Support are captured in the Service Delivery plan to meet reporting and service delivery* |
| Conduct minimum weekly staff meetings to develop and maintain a forward service delivery plan of known tenancy support, community engagement and Living Strong Program activities | *Team is managed to service delivery requirements, and understand work responsibilities, and a record all activity related to the request, and all data is recorded accordingly at the end of each day.* |
| Manage and oversee ad-hoc tenancy management requests from the Department and ensure they are prioritised and allocated to an appropriate team member for action. | *100% of Ad-hoc requests are recorded in the forward service delivery plan, actioned and record all activity related to the request, and all data will be recorded accordingly at the end of each day, in line with other planned activities.* |
| Respond accordingly to the Department’s requests related to Housing Reference Group meetings, and support community engagement and attendance at the meetings, and support meetings to be conducted in partnership with the Department | *100% of all responsibilities related to supporting Housing Reference Group meetings are delivered by the team to the expectations of Territory Housing* |
| Keep Territory Housing up to date on progress of all matters related to community engagement, tenancy engagement and the Living Strong Program, to ensure progress of individual matters accordingly | *A culture of service-delivery excellence is maintained, and meets the needs of the funding body at all times.* |
| **Administration** | |
| Ensure all activities and interactions are recorded under the correct interaction type in Territory Housing’s tasking system, in accordance with the Contract Handbook | *100% of all daily activity is recorded and entered by Housing Support Officers at the end of each day, registering and reporting 100% of all work requests and interactions under the correct interaction type in the tasking system, in accordance with the Contract Handbook* |
| Review all data and reporting at the end of each week, and provide feedback for required improvements to staff at the commencement of the following week. | *100% of all data is reviewed weekly, to ensure compliance with service delivery requirements, and staff receive constructive feedback on any areas for improvement.* |
| Monthly Activity Reports will be completed through the agreed Territory Housing System, and will ensure that all tasks are up-to-date | *100% of data required is captured in Monthly Activity Reports, including:*   * *Tasks completed and date of completion* * *Tasks awaiting action from the Department or Contractor* * *Tasks incomplete or not commenced* * *Labour hours attributed to each task* |
| A monthly Employment Statement is provided to the Department in the prescribed Excel template and task management system. | *100% of required team data is captured, including:*   * *Whether staff identify as Aboriginal* * *Their positions labour type* * *Total hours working on the contract per months* |
| Emails and correspondence. | *Present the company and yourself in a friendly and professional manner, promoting business awareness.*  *Processing and managing all correspondence daily, quickly and efficiently.* |
| Assist in the management of needed workflow in the business systems. | *Create/review JCAC Policy and Procedure where required.*  *Efficient with the minimum waste of time.*  *Manage and notify LOGIQC compliance requirements to respective Executive Managers and/or CEO/Board.* |
| Preparation and presentation of as required reports. | *To a high standard and on time.* |
| **General** | |
| Adhere to JCAC Polices & Procedure at all times | *Demonstrated* |
| Provide strong leadership to key positions for promoting an environment which reflects the Julalikari Code of Conduct. | *Demonstrated* |
| Provide strong leadership to key positions for promoting a quality review and best practice adherence environment for continuous improvement. | *Demonstrated* |
| Provide a collaborative and communicative environment which supports Executive Managers, the Board and CEO in processing Organisational needs and deliverables efficiently and effectively. | *Timeliness of communications of decisions and receipt of information processing.*  *Responsive and robust systems and behaviours.*  *User friendly and informative system for performance and understanding.* |
| **Teamwork** | |
| Manage team and staff to ensure service delivery and office opening hours of 8am to 4pm, Monday to Friday, are maintained | *No issues reported from tenants and the funding body, through ensuring Tenancy Support Service opening hours and service delivery hours meet contractual requirements.* |
| Display integrity and ethics consistent with the role within JCAC Code of Conduct. | Strong work ethic is observed including respect for management, peers and direct reports. |
| Develop and maintain networks and partnerships with relevant government agencies, cultural organisations and service providers, local, territory and national level. | Demonstrated relationships in all areas of work. |
| Actively participate as a member of the team by undertaking all duties enthusiastically and cheerfully, maintaining a positive working relationship with management, employees and clients. | Relationships with colleagues are impartial and objective ensuring that any conflict is dealt with appropriately and in an effective manner as per JCAC policy. |
| Promotion of JCAC culture and values. | Take the lead in demonstrating company values and promoting positive JCAC culture throughout the organisation. |
| **Training** | |
| Management of staff development needs, including mentoring and support, and the coordination of required on-the-job, non-accredited and accredited training requirements of all staff | Tenancy Management Support Team are supported and have required skills to deliver results in their role, including an appropriate level of understanding of the service delivery requirements and use of all templates and systems in place to manage the service. |
| Attend training as requested. | Attend paid and unpaid training. |
| Punctuality for all meetings. | Punctuality at meetings. |
| **Financial** | |
| Provide all financial documents to the Finance Team. | On time, as required |
| Provide advice on policy and procedures for budget development and compliance. | Demonstrated |
| In collaboration with the Corporate Services Executive Manager ensure policy and procedures meet the maintenance of the assets register for each program area. | Demonstrated within a timely manner |
| Monitor and oversee the Board of Directors supply of reporting for strategic plans, financial budgets, identify variances; remedy or advice and recommend appropriate action. | Demonstrated |
| All financial requirements for JCAC entities are planned and met on time. | Maintain compliance as per ORIC and NT Association Act regulations meet deadlines. |
| **Work Health & Safety** | |
| Follow all Work Health & Safety (WHS) policies and procedures and ensure all staff operate safely and efficiently at all times. | *Relevant forms and reports submitted to Executive Manager Corporate Services within 48 hrs of request.* |
| Adhere to the vehicle use policy. | *No breaches of the vehicle use policy are observed.* |
| Complete and submit to the HR Office hazard and incident report forms when any hazards/ incident/ near miss occurs. | *Forms completed within 12 hours of incident and 24 hours of hazard/ near miss and submitted to the Executive Manager Corporate Services.* |
| Develop, support and maintain JCAC Workplace Health and Safety systems. | *Implemented and maintained.* |
| Plan, conduct and participate in annual internal audit and management reviews on the all Quality Management Systems and areas. | *Notify Executive Managers promptly of future needs.*  *Complete in a timely manner and in line with JCAC policy and procedure.* |

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| **Document ID** | Tenancy Support |
| **Version** | V 1.0 |
| **Review Date** | November 2022 |