

Mission Australia

About us:	<p>Mission Australia is a national Christian charity that has been helping vulnerable Australians move towards independence for over 160 years.</p> <p>We've learnt the ways for people to become more self-sufficient are different for everyone. This informs how we support people by combatting homelessness, assisting disadvantaged families and children, addressing mental health issues, fighting substance dependencies, and much more. Our team applies different approaches, alongside government, our corporate partners and everyday Australians who provide generous support.</p> <p>Together, we stand with Australians in need until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	End homelessness and ensure people and communities in need can thrive.

Position Details:

Position Title:	National Manager, Housing Services
Classification:	Non-Award
Reports to:	General Manager, Operations
Position Purpose:	Managing the National Housing Services team nationally, overseeing critical KPI performance across tenancy and housing services, ensuring compliance with all legislative and contractual obligations under a framework of best practice

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Operations Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Lead the national housing services team providing a proactive and supportive approach to serving our clients and communities Using an integrated service delivery approach, work with the National Managers of Community Development and Asset Management in managing the MAH portfolio Provide specialist housing support to the team at Mission Australia Housing, including training and development, adherence to relevant guidelines and 	<ul style="list-style-type: none"> Coordinated and consistent approach to Housing Services is developed and implemented across all regions Housing, Assets and Community team work together to achieve shared outcomes Housing staff are supported to understand their roles and responsibilities Staff are fully trained, have work plans and development plans in place



<p>procedures, developing relationships with stakeholders and monitoring of KPI's</p> <ul style="list-style-type: none"> • Thoroughly induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures Identify staff training and development needs and respond as appropriate • Input into the MAH business plans and local area plans to ensure MA and MAH strategic objectives are met • Monitor and respond to complaints and appeals and any escalations • 	<ul style="list-style-type: none"> • All staff receive an appropriate induction when starting MAH • Internal and external policies and procedures are adhered to by all service staff. That policies are maintained, reviewed and updated as required. • Business Plans and Local Area Plans are developed each year through a collaborative process • Appeals and complaints are responded to according to policy and procedures
<p>Key Result Area 2</p>	<p>Compliance and Reporting</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Provide regular reporting on key housing services programs including access & demand, NRAS and Together Home • Provide weekly, monthly and quarterly Performance Reporting tracking critical KPI's and providing analysis of results including recommendations for improvements • Provide regular analysis of housing services using data to support longer term planning and service improvement • Ensure MAH meets all external and internal compliance requirements for housing services • Data is captured in a timely way within MAH's internal systems to facilitate effective management of tenancies, rents and performance • Develop and contribute to a range of reports and analysis for MAH for internal and external use. • Contribute to the preparation of housing services related financial budgets, cash flows and forecasts. 	<ul style="list-style-type: none"> • Compliance requirements for registration and accreditation are fully met or exceeded for asset & property management. • Information is available and reports and analysis are prepared for internal and external use as required. • Financial information is accurate and submitted in a timely manner. • MAH meets or exceeds all performance benchmarks • Opportunities for improvement are identified and improvement plans implemented • Data captured is accurate



<ul style="list-style-type: none"> • Manage performance across a number of critical and implementing action plans to address any issues 	
<p>Key Result Area 3</p>	<p>Project Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Develop and manage project plans to track the progress of deliverables within the scope, budget and timeframe • Facilitate stakeholder consultation, engagement and delegation of tasks. • Identify risks and develop and implement risk management strategies to ensure projects deliverables are achieved. • Monitor and report on projects progress to relevant stakeholders and contribute to organisational reporting systems/mechanisms. • Contribute to and utilise project management framework systems and tools. 	<ul style="list-style-type: none"> • Multiple projects are managed and high quality outcomes in line with set KPI's against project are achieved. • There is solid engagement with multiple stakeholders such as contractors, MAH staff members, Tenants, local government and other CHP's. • Risks are identified and managed through risk management systems to meet project outcomes. • Project performance is monitored against set project plans to ensure project is completed within agreed timeframes.
<p>Key Result Area 4</p>	<p>Relationship Management</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Follow an integrated service delivery approach within MA and MAH working with Asset Management, Community Development and other teams in order to provide a quality service to stakeholders • Build and foster respectful and constructive working relationships with all staff and other stakeholders. • Build and maintain effective working relationships with external stakeholders such as Government Agencies, Support Providers, Peak Bodies Specialist Consultants and other professionals as required; • Represent the organisation at various meetings and conferences 	<ul style="list-style-type: none"> • Teams across MA and MAH are engaged and supported to contribute to housing services approach • A <i>One-team culture</i> is established and fostered, strong partnerships provide improvement opportunities. • Effective working relationships are fostered and grown with all relevant external stakeholders • Staff and tenant survey results show high levels of satisfaction with engagement from asset team • Regular attendance at workshops and conferences

Key Result Area 5	Continuous Improvement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Identify opportunities for improvement through tenant surveys, KPI's, staff engagement survey and develop service improvement plans • Review current and developing processes/systems for housing services and make recommendations for process/system improvement, as appropriate. • Complete other projects/ad hoc work required as a member of the Operations team. 	<ul style="list-style-type: none"> • Service improvement plans developed and implemented to improve operational performance • KPI's are meet and exceeded • Staff and tenant satisfaction levels are consistently high • Current processes/systems meet business needs or recommendations for improvement provided.

Note - The duties listed in this position description may not be all encompassing. Employees may be required to perform other reasonable duties as requested or work to complete specific KRAs to meet program compliance, funder or Mission Australia requirements.

Work Health and Safety

People leaders must:

- Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients and visitors
- Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health and safety
- Acquire and keep up to date knowledge of work health and safety matters
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries.

Leadership

- Set leadership standards through demonstration of values-based leadership and actively promote values-based behaviours within Mission Australia
- Build and maintain an effective and skilled team by establishing role clarity at direct report level ensuring that performance expectations, development and accountabilities are clearly set and reviewed regularly
- Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow or maintain the function to meet Mission Australia's current and future needs
- Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues

- Foster an environment that focuses on client outcomes and satisfaction.

Purpose and values

- Actively support Mission Australia's [purpose and values](#)
- Positively and constructively represent our organisation to external contacts at all opportunities
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times
- Operate in line with Mission Australia policies and practices (e.g. Financial, HR, etc.)
- Look after the health, safety and welfare of self and others working in the business
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Contribute to an organisational culture that promotes Mission Australia's [commitment to the safety and wellbeing of all children and young people](#)
- Actively support Mission Australia's [Reconciliation Action Plan](#).

Recruitment information

Qualification, knowledge, skills and experience required to do the role

Knowledge, skills and experience – essential

- Extensive experience in the social housing sector
- Understanding of the Residential Tenancy Act
- Leadership experience
- Strong administration skills
- Intermediate excel and reporting skills
- Exceptional relationship management skills
- Ability to manage multiple concurrent projects simultaneously
- High-level customer service focus

Knowledge, skills and experience – desirable

- Experience working across multiple jurisdictions
- Contract management experience

Competencies

- Action oriented and takes accountability to achieve results in line with set timeframes.
- Builds and maintains sustainable internal and external relationships.
- Demonstrates courage in leadership to confront issues and risks, and escalates as appropriate in accordance with procedure.
- Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly and concisely selecting the appropriate medium.
- Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information and ensuring people are kept informed of progress, changes and issues.
- Ability to deal with ambiguity and complexity.
- Demonstrated strong leadership skills with effective change management capabilities.

Key challenges of the role

- Working with the Asset Management and Community Development Teams to implement an Integrated Service Delivery approach to managing tenancies, properties and supporting our clients
- Management of key KPI's across housing services to ensure compliance with all obligations and good financial management
- Leading a remote team across 7 different locations around Australia
- Providing detailed reporting and analysis across tenancy and access & demand programs
- Managing budgets across tenancy and access & demand programs
- Ensuring compliance across a range of contracts
- Working with a range of internal and external stakeholders to set our staff, tenants and partners up for success

Compliance checks required

Working with Children

National Police Check

Vulnerable People Check

Driver's Licence

Other (prescribe)

Approval Davina Lomas

November 2020

Manager name

Approval date