

## POSITION DESCRIPTION

### Tenancy Manager



<b>Position Title:</b>	Tenancy Manager (TM)	
<b>Reports To:</b>	Team Leader Clarence (TL)	
<b>Direct Reports:</b>	NIL	
<b>Hours of Work/Status:</b>	Full-time (38 hours per week) / Ongoing	
<b>Modern Award Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 [SCHADS] Level 3	
<b>Location:</b>	Grafton – Northern Rivers, NSW	
<b>Position Objective:</b>	<p>The Tenancy Manager is responsible for the delivery of best practice social and affordable housing management services.</p> <p>Reporting to the Team Leader, the role provides a broad range of tenancy and property management services to clients and ensures that important relationships with community agencies and other key stakeholders are maintained.</p>	
<b>Key Relationships:</b>	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> <li>• Executive Team</li> <li>• Leadership Team</li> <li>• Tenancy Team</li> <li>• Other NRH staff</li> </ul>	<ul style="list-style-type: none"> <li>• NRH tenants</li> <li>• Department of Communities and Justice</li> <li>• Community agencies, including support service providers</li> <li>• Housing Pathways clients</li> <li>• Real Estate agents</li> <li>• Other NRH stakeholders</li> </ul>
<b>Summary of Key Areas:</b>		
	<ol style="list-style-type: none"> <li>1. Tenancy Management</li> <li>2. Rent Collection and Arrears</li> <li>3. Property Management</li> <li>4. Client and Community Relationships</li> <li>5. Safe System of Work</li> </ol>	
<b>1. Tenancy Management</b>	<ul style="list-style-type: none"> <li>• Respond to client telephone and face-to-face enquiries within set timeframes.</li> <li>• Prepare tenancy establishment documents in accordance with set company guidelines and procedures and maintain required relevant documentation processes and filing in Greentree within set timeframes.</li> <li>• Show and offer properties to social housing clients nominated by the Allocation and Access Coordinator, within set timeframes.</li> <li>• Investigate and take appropriate action in relation to nuisance and annoyance, neighbour and all other complaints within set timeframes.</li> <li>• Calculate rental subsidies according to NRH policies and procedures (incl. beginning of new tenancy, tenant transfer, change of household income reported by tenants, etc.).</li> <li>• Knowledge of Centrelink compliance requirements to access client data on Centrelink.</li> <li>• Identify tenants with complex needs and at risk tenancies and establish and maintain effective relationships with those tenants and support services. Make appropriate referrals to support services where necessary.</li> <li>• Assess and action tenant transfer requests within set timeframes.</li> <li>• Data entry and maintain household resident profile data in Greentree.</li> <li>• Maintain fixed term lease and supported housing agreement data.</li> <li>• Document management, filing and data base entry in Greentree.</li> <li>• Prepare end of tenancy documents in accordance with set company guidelines and procedures and maintain required relevant documentation processes and filing in Greentree within set timeframes.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Apply and prepare for NCAT hearings and represent the company before the NCAT.</li> <li>• Travel as required to manage the portfolio, attendance at relevant meetings and to the company's other branch offices.</li> </ul>
<b>2. Rent collection and arrears</b>	<ul style="list-style-type: none"> <li>• Monitor and manage tenant rent and non-rent arrears in accordance with set company guidelines and procedures and maintain required relevant documentation processes and filing in Greentree within set timeframes.</li> <li>• Repayment arrangements negotiated and payment plans agreed with tenants and monitored for compliance.</li> <li>• Apply for Special Performance Orders and prepare for NCAT hearings within set timeframes.</li> <li>• Represent the company before the NCAT.</li> <li>• Re-calculate rental subsidies according to NRH policies and procedures.</li> </ul>
<b>3. Property management</b>	<ul style="list-style-type: none"> <li>• Perform routine property inspections as per set inspection schedule.</li> <li>• Conduct ingoing, outgoing and pre-vacate property inspections at the beginning and end of each tenancy (incl. transfers) and after completion of property upgrades.</li> <li>• Complete reports and data entry requirements for all property visits in accordance with set company guidelines and procedures and maintain required relevant documentation processes and filing in Greentree.</li> <li>• Complete full "Property Condition Reports" in Inspect Manager prior to commencement and upon the end of each tenancy and ensure they are uploaded to Greentree.</li> <li>• Identify Tenant Responsible Maintenance and report to Asset Management Team.</li> <li>• Ensure required repairs, including tenant responsible maintenance, are completed following each routine inspection and upon reasonable tenant request.</li> <li>• Manage vacant NRH properties, including organising routine repairs and housing relet allocations within set timeframes.</li> <li>• Return head lease properties to landlord and conduct end of tenancy process within set timeframes.</li> </ul>
<b>4. Client and community relationships</b>	<ul style="list-style-type: none"> <li>• Liaise directly with local supported housing and other community agencies working in partnership with NRH.</li> <li>• Ensure appropriate consent to share information is authorised before exchanging information.</li> <li>• Establish and maintain effective relationships with support agencies and real estate agents.</li> <li>• Meet regularly with support workers/advocates where required.</li> </ul>
<b>5. Safe System of Work</b>	<p>All NRH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> <li>• accept personal responsibility for maintaining safe workplace and work practices;</li> <li>• understand and work to NRH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions;</li> <li>• undertake work in a manner that is not harmful to your health and safety and the health and safety of others;</li> <li>• work in compliance with WHS system requirements and workplace environments, in particular; Safer Home Visiting, manual handling, personal protective equipment and emergency situations;</li> <li>• comply with Risk Management policies, procedures and work instructions;</li> <li>• monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents;</li> <li>• correct minor hazards where applicable; and</li> <li>• attend and actively participate in WHS and other mandatory training.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Undertake other duties, responsibilities or projects as directed by management.</li> </ul>
<b>Key Behavioural Competences:</b>	<p><b>Action Oriented</b> - Enjoys working hard; is action oriented and full of energy for the things that he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.</p>

**Approachability** - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.

**Composure** - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

**Client Focus** - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand clients information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect.

**Priority Setting** - Spends her/his time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

**Organising** - Can marshal resources (people, funding, material, and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

**Written Communications** - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence.

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

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Manager's Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_