

Position Description

Tenancy Manager



Position Title:	Tenancy Manager (TM)	
Reports To:	Team Leader (TL)	
Direct Reports:	NIL	
Hours of Work/Status:	Full-time (38 hours per week), 12-Month Fixed-Term-Contract	
Modern Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 [SCHADS] Level 3	
Location:	Lismore, NSW	
Position Objective:	<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>	
Key Relationships:	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> • Executive Team • Leadership Team • Tenancy Team • Other NRH staff 	<ul style="list-style-type: none"> • NRH tenants • Department of Communities and Justice • Community agencies, including support service providers • Housing Pathways clients • Real Estate agents • Other NRH stakeholders
Summary of Key Areas:		
	<ol style="list-style-type: none"> 1. Tenancy Management 2. Rent Collection and Arrears 3. Property Management 4. Client and Community Relationships 5. Safe System of Work 	
1. Tenancy Management	<ul style="list-style-type: none"> • Respond to client telephone and face-to-face enquiries within set timeframes. • 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. • Show and offer properties to social housing clients nominated by the Allocation and Access Coordinator, within set timeframes. • Investigate and take appropriate action in relation to nuisance and annoyance, neighbour and all other complaints within set timeframes. • Calculate rental subsidies according to NRH policies and procedures (incl. beginning of new tenancy, tenant transfer, change of household income reported by tenants, etc.). • Knowledge of Centrelink compliance requirements to access client data on Centrelink. • 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. • Assess and action tenant transfer requests within set timeframes. • Data entry and maintain household resident profile data in Greentree. • Maintain fixed term lease and supported housing agreement data. • Document management, filing and data base entry in Greentree. 	

	<ul style="list-style-type: none"> • 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. • Apply and prepare for NCAT hearings and represent the company before the NCAT. • Travel as required to manage the portfolio, attendance at relevant meetings and to the company's other branch offices.
2. Rent collection and arrears	<ul style="list-style-type: none"> • 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. • Repayment arrangements negotiated and payment plans agreed with tenants and monitored for compliance. • Apply for Special Performance Orders and prepare for NCAT hearings within set timeframes. • Represent the company before the NCAT. • Re-calculate rental subsidies according to NRH policies and procedures.
3. Property management	<ul style="list-style-type: none"> • Perform routine property inspections as per set inspection schedule. • Conduct ingoing, outgoing and pre-vacate property inspections at the beginning and end of each tenancy (incl. transfers) and after completion of property upgrades. • 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. • 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. • Identify Tenant Responsible Maintenance and report to Asset Management Team. • Ensure required repairs, including tenant responsible maintenance, are completed following each routine inspection and upon reasonable tenant request. • Manage vacant NRH properties, including organising routine repairs and housing relet allocations within set timeframes. • Return head lease properties to landlord and conduct end of tenancy process within set timeframes.
4. Client and community relationships	<ul style="list-style-type: none"> • Liaise directly with local supported housing and other community agencies working in partnership with NRH. • Ensure appropriate consent to share information is authorised before exchanging information. • Establish and maintain effective relationships with support agencies and real estate agents. • Meet regularly with support workers/advocates where required.
5. Safe System of Work	<p>All NRH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> • accept personal responsibility for maintaining safe workplace and work practices; • understand and work to NRH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions; • undertake work in a manner that is not harmful to your health and safety and the health and safety of others; • work in compliance with WHS system requirements and workplace environments, in particular; Safer Home Visiting, manual handling, personal protective equipment and emergency situations; • comply with Risk Management policies, procedures and work instructions; • 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; • correct minor hazards where applicable; and • attend and actively participate in WHS and other mandatory training.
Other	<ul style="list-style-type: none"> • Undertake other duties, responsibilities or projects as directed by management.

Key Behavioural Competences:	<p>Action Oriented - 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> <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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
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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: _____