

### Housing Manager

Department	Housing and Community	Reports To	Team Leader
Positions reporting to this position	None		
Location	Brookvale, NSW	Award Level	Level 4
Award Name	Social, Community, Home Care and Disability Services Industry Award 2010		

#### Primary Purpose of this Position

The Housing Manager is responsible for providing housing, tenancy and property management services to an allocated portfolio of properties within the guidelines of Bridge Housing policy and procedures and the Residential Tenancy Act. This is done whilst providing exceptional client service specific to the needs of low income households and tenants and those in crisis.

#### Accountabilities

1. Deliver consistent quality services to tenants in the portfolio by adhering to the service levels outlined in the Customer Service Charter and relevant Housing policies and procedures.
2. Maintain high levels of customer satisfaction by ensuring the timely response to tenant enquiries, complaints and grievances and managing tenant appeals and tribunal representation to effective resolution.
3. Assist maintain tenancies and high levels of tenant satisfaction by conducting regular property inspections and ensuring repairs and maintenance issues are reported through the correct internal process.
4. Continually improve the services and support offered to tenants by advising of relevant support providers, introducing them to other Bridge Housing services, the tenant advisory board and giving them the opportunity to provide input and feedback.
5. Ensure Bridge Housing maintains a sustainable financial position by achieving individual financial targets including; maximising rent income, arrears, tenant debt, voids and vacancies, bonds and recharges.
6. Support the Housing team meet its corporate governance obligations by ensuring the timely and accurate recording of all relevant tenant information in the IT system(s) and maintaining strict adherence to workplace policies and procedures including OHS.
7. Demonstrate a commitment to the success and growth of Bridge Housing and its reputation by maintaining effective relationships with support agencies and other key internal and external stakeholders, keeping abreast of relevant legislation affecting the sector and our client group, and developing and maintaining one's own skills and abilities.

#### OTHER SKILLS, EXPERIENCE AND QUALIFICATIONS

- NSW Driver's License
- Understanding of the Residential Tenancy Act

## KEY CAPABILITIES

### Cultural Capabilities

Cultural capabilities are common to all jobs at Bridge Housing. They describe the critical behaviours and ways of relating to work colleagues and others. These capabilities translate the Bridge Housing corporate values such as socially responsible, people focussed, building relationships and professionalism and integrity.

#### SOCIAL AWARENESS

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates social awareness	<ul style="list-style-type: none"> <li>• Demonstrates a good knowledge of multiple cultures and continually develops and improves own knowledge.</li> <li>• Demonstrates experience and skill when communicating with multiple cultures.</li> <li>• Continually shares knowledge and experience in working in a culturally diverse environment with those less experienced.</li> </ul>	Level 3
Understands the operating environment and its stakeholders	<ul style="list-style-type: none"> <li>• Maintains a good understanding of current issues affecting the sector and its consumers.</li> <li>• Maintains current knowledge of key legislation, policies and practices relating to the sector and the organisation.</li> <li>• Interprets and applies relevant legislation, regulations, policy and procedures in undertaking work.</li> <li>• Exercise judgement and contributes critical knowledge and skills where procedures are not clearly defined.</li> </ul>	Level 2
Values diversity and social inclusion	<ul style="list-style-type: none"> <li>• Demonstrates sensitivity and respect for diversity and differences in clients and other stakeholders.</li> <li>• Demonstrates a passion for social justice and social inclusion.</li> <li>• Shares knowledge and experience in working in a culturally diverse environment with those less experienced.</li> <li>• Demonstrates equitable and socially inclusive decision making and work practices when dealing with clients and other key stakeholders.</li> </ul>	Level 2

#### CLIENT FOCUSED

Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates service orientation	<ul style="list-style-type: none"> <li>• Demonstrates an awareness of who the internal and external clients are and the type of service required.</li> <li>• Considers the client in all decision making.</li> <li>• Uses empathy and understanding when dealing with all clients.</li> <li>• Shows enthusiasm and commitment to service of clients.</li> <li>• Is responsive to clients needs.</li> <li>• Focuses on client satisfaction.</li> <li>• Builds trust with clients through honesty and providing a supportive service.</li> </ul>	Level 2

**CLIENT FOCUSED (continued)**

Capability and Elements	Behavioural Indicators	Capability Level
Strives for excellence in service delivery	<ul style="list-style-type: none"><li>• Uses various techniques and resources to resolve complex client issues.</li><li>• Uses effective questioning techniques to determine client needs.</li><li>• Takes personal responsibility for resolving client problems.</li><li>• Supports clients to achieve their goals through the provision of quality service and appropriate referrals.</li></ul>	Level 2
Demonstrates professional empathy	<ul style="list-style-type: none"><li>• Applies an awareness of clients' needs when undertaking the job role.</li><li>• Applies appropriate sensitivity and interpersonal skill when managing interactions with clients.</li><li>• Respects client confidentiality and privacy.</li><li>• Advocates the needs of clients to advance their interests.</li><li>• Understands unexpressed or complex thoughts when dealing with clients.</li></ul>	Level 2

**STRATEGIC RELATIONSHIPS AND PARTNERSHIPS**

Capability and Elements	Behavioural Indicators	Capability Level
Builds relationships and networks	<ul style="list-style-type: none"><li>• Demonstrates honesty and respect in all interpersonal relationships both internally and externally.</li><li>• Has a network of business contacts that are nurtured and maintained for the mutual benefit of the client and the organisation.</li><li>• Demonstrates how partnerships have positively affected the delivery of personal and organisational goals.</li></ul>	Level 2
Works effectively in a team	<ul style="list-style-type: none"><li>• Works cooperatively within own team and cross functional teams where required to achieve goals.</li><li>• Understands how work and decisions impact other departments and co-workers.</li><li>• Keeps others informed of decisions or changes that affects them.</li></ul>	Level 2

**CONTINUAL IMPROVEMENT AND CHANGE**

Capability and Elements	Behavioural Indicators	Capability Level
Strives for continual improvement	<ul style="list-style-type: none"><li>• Aims to provide the best service possible in own work.</li><li>• Continually reflects on own performance and takes action to address gaps.</li><li>• Looks for and suggests alternatives which could positively improve the organisation.</li><li>• Contributes ideas for improvement</li></ul>	Level 2
Manages and embraces change	<ul style="list-style-type: none"><li>• Shows initiative in suggesting changes to own work and the wider work area.</li><li>• Responds positively and effectively to unexpected change.</li><li>• Adapts skills and knowledge to new situations and work practices.</li></ul>	Level 2

## PROFESSIONALISM AND INTERGRITY

### Capability and Elements

Acts with integrity

### Behavioural Indicators

- Delivers on promises and to deadline.
- Understands and demonstrates the need to balance responsibilities to the organisation, clients and a wider stakeholder network.
- Interacts and responds to others in a personable and professional manner which is non judgemental.

Level 2

Works within safety, risk and governance frameworks.

- Ensures risk and hazards are identified and reported in own work area.
- Demonstrates a general awareness of OH&S issues, programs and procedures, and performs work activities in a manner consistent with safe procedures.
- Interprets and applies relevant regulations, policy and procedures and ensures compliance in work practices.
- Demonstrates a commitment to client privacy and confidentiality by securing records and practicing excellent administration practices.

Level 2

## Enabling Capabilities

Enabling capabilities are the core skills, knowledge and abilities required to effectively deliver and perform most roles at Bridge Housing. They support the delivery of a person's accountabilities and KPI.

PLANNING AND ORGANISING		
Capability and Elements	Behavioural Indicators	Capability Level
Planning and organisational skills including strategic planning	<ul style="list-style-type: none"> <li>Plans and prioritises own work to achieve defined plans and work tasks.</li> <li>Seeks clarification of priorities as required.</li> <li>Manages own time and uses tools effectively to assist with planning and organising.</li> <li>Able to multitask effectively.</li> </ul>	Level 2
PROBLEM SOLVING AND DECISION MAKING		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates analytical thinking and problem solving skills	<ul style="list-style-type: none"> <li>Seeks all relevant information on problem to assist in development of solutions.</li> <li>Engages key stakeholders to find best solution to problems.</li> <li>Implements and monitors solutions.</li> <li>Solves problems and makes decisions in line with company policy and level of authority.</li> <li>Escalates problems that remain unresolved.</li> </ul>	Level 3
COMMUNICATION		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates effective verbal communication skills	<ul style="list-style-type: none"> <li>Speaks in an appropriate tone and uses professional and polite language.</li> <li>Uses active listening skills and uses paraphrasing to ensure understanding.</li> <li>Verbally communicates to a group of people clearly and confidently.</li> <li>Uses clear and respectful tone in all situations and conveys difficult information with tact and sensitivity.</li> <li>Uses facts to express clear arguments and opinions in meetings and forums.</li> <li>Uses questioning to uncover facts and understand others' view points.</li> <li>Modifies verbal delivery depending on the audience and setting.</li> </ul>	Level 2
Uses written communication effectively	<ul style="list-style-type: none"> <li>Uses written correspondence including emails, letters and reports to meet the needs of the business and resolve issues within own role.</li> <li>Edits own work and demonstrates excellent accuracy and attention to detail in the preparation of written material.</li> <li>Produces easily understood documents which meet the needs of their intended purpose.</li> </ul>	Level 2

COMMUNICATION (continued)		
Negotiates with skills and influence	<ul style="list-style-type: none"> <li>• Undertakes straight forward negotiations around timelines for delivery of service for both internal and external stakeholders.</li> <li>• Establishes trust with stakeholders and works to understand their needs.</li> <li>• Convinces others of the appropriate course of action based on knowledge and experience.</li> <li>• Always uses respect and courtesy when negotiating.</li> <li>• Uses diplomacy and tact to negotiate in difficult decisions and situations.</li> <li>• Able to effectively discuss complex concepts with other expert stakeholders.</li> <li>• Confidently conveys ideas and information in a clear and interesting manner.</li> <li>• Uses experience, precedents and own views to advocate own viewpoint.</li> <li>• Assesses situations and knows when to be direct, forceful or diplomatic.</li> </ul>	Level 3
Manages and resolves conflict	<ul style="list-style-type: none"> <li>• Listens to and acknowledges the concerns of others.</li> <li>• Considers the views of others and aims for group cohesion.</li> <li>• Maintains a professional approach in conflict and refers to supervisor where appropriate.</li> <li>• Follows documented conflict resolutions procedures.</li> <li>• Actively listens and uses this to clarify problems and focus attention on facts and solutions rather than feelings and grievances.</li> <li>• Keeps senior members of staff briefed on conflict and their resolution.</li> <li>• Successfully brokers solutions acceptable to all parties.</li> <li>• Makes clear judgements around matters which can be handled effectively without escalation.</li> </ul>	Level 3
TECHNOLOGY		
Capability and Elements	Behavioural Indicators	Capability Level
Uses and harnesses technology	<ul style="list-style-type: none"> <li>• Uses applications at an intermediate to advanced level.</li> <li>• Contributes to the implementation of new technology and updates.</li> <li>• Coaches and advises others to improve the use of technology in the workplace.</li> </ul>	Level 2
POLICY AND PROCEDURES		
Capability and Elements	Behavioural Indicators	Capability Level
Develops and maintains workplace policy and procedures	<ul style="list-style-type: none"> <li>• Participates in the review and development of policy and procedures to guide work practices.</li> <li>• Contribute to the interpretation of work for which there are not clearly established procedures.</li> <li>• Contribute to the development of work procedures in the relevant work area.</li> <li>• Provides knowledge and expertise of policy and procedures to those with less experience in the relevant work area.</li> </ul>	Level 2

Professional Capabilities

Professional capabilities define the specific knowledge, skills, abilities that are specialist or specific in nature. They are not relevant to all roles at Bridge Housing, however have been identified as critical to delivering Bridge Housing’s objectives now and in the future.

FINANCIAL MANAGEMENT		
Capability and Elements	Behavioural Indicators	Capability Level
Demonstrates sound financial management practices	<ul style="list-style-type: none"><li>Assists with maintenance of financial records and works efficiently to meet established targets relevant to the work area.</li><li>Demonstrates basic numeracy skills required for the effective execution of the role.</li></ul>	Level 1