

Position Identification

Title:	Team Leader Lodging & Residences	FHL Level:	8
Department:	Housing Services	Agreement/Award:	EBA
Reporting to: <i>(Position)</i>	Operations Manager	Date last updated: By whom:	November 2020 Operations Manager

1. Purpose of Position

To coordinate and manage all aspects of FHL’s congregate accommodation facilities, including the development and implementation of a quality service model that enhances the living environment and provides opportunities for community engagement at all complexes. This role has responsibility for all FHL lodges and share houses (other than Hampton Rd) and will directly manage a mixed tenure portfolio of homes at larger complexes.

2. Key Working Relationships

<p>Internal: Lodging Services Housing Services Street to Home Community Engagement Property Services Allocations Other Team Leaders</p>	<p>External: Dept of Communities (Housing) Support and Referral Agencies Local Councils Community Services Organisations</p>
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3. Accountabilities and Responsibilities

- Lead and support staff in the provision of accommodation services across all congregate living facilities to deliver quality services that meet all legislative and compliance obligations and support the achievement of positive tenant outcomes.
- Directly manage a portfolio of homes at larger complexes, managing all aspects of the tenancy/residency in accordance with legislative/compliance obligations including sign up, inspections, ongoing management, actioning any breaches and court attendances.
- Apply a continuous improvement approach to all services and ensure they remain relevant, appropriate to customer needs and reflect best practice.
- Develop systems, templates, policies and procedures for this area of work and ensure ongoing compliance.
- Provide team members with supervision, support, mentoring and coaching including the management of performance reviews and actions to enhance team effectiveness.
- Manage team KPIs and monitor individual staff performance in relation to these and other priorities.
- Identify and secure external partnerships to activate complexes, improve community engagement and offer supports appropriate to resident needs.
- Initiate activities and opportunities for activation of communal spaces at complexes and achieve enhanced engagement.
- Work collaboratively with the Community Services teams to ensure appropriate supports for lodging residents.
- Work with the Property Services team to monitor and review contracts for on-site services
- Develop and manage resident involvement opportunities including focus groups and RAGs where appropriate.
- Other duties as required.

Job Description

4. Culture and Values

Solution Focused

- We work together to find solutions that benefit our people and customers

Caring

- We care for each other and display empathy, fairness, and respect

Honest

- We act with integrity and own our decisions

5. Safety Awareness

You will act in a manner that is consistent with FHL's duty of care requirements, including but not confined to:

- Take reasonable care to ensure your own safety & not risk others by any act or omission.
- Follow all safe work practices and procedures
- Use personal protective equipment as identified for individual tasks
- Take immediate action on any identified hazards
- Report any incidents or injuries to both manager and HR.

6. Work Related Requirements/Selection Criteria

Essential Skills

- Demonstrated knowledge of the social/community housing sector including the function of congregate living facilities and their management
- Demonstrated knowledge of the Residential Tenancies Act
- Minimum 3 years' experience in a tenancy/property/lodging management or related role
- Minimum 2 years' experience in a staff management/leadership role
- Demonstrated ability to support staff in the management and de-escalation of difficult situations
- Demonstrated experience in the management of diverse teams to achieve KPIs
- Demonstrated experience developing and managing external stakeholder relationships
- Demonstrated experience in delivering services to achieve community outcomes
- Highly developed communication and interpersonal skills and ability to work with a range of different stakeholders
- Previous experience in the use of tenancy management software
- Ability to work autonomously and lead and complete project tasks

Work Related Requirements

- Current WA Drivers licence
- National Police Clearance

7. Position Dimensions

Number of staff directly reporting to position	5
Work Locations	Leederville Head Office, Bennett St and Newcastle St lodges. Travel to other facilities across Perth metro area will be required, to deliver the scope of the role.

Job Description

Employee Name: _____

Signature: _____ Date: _____