



## Manager Housing - Broome

Foundation Housing is a not for profit organisation at the forefront of the management and development of affordable housing in Western Australia. We currently have a vacancy for a full-time Manager Housing - Broome in our Broome Office.

We are seeking a motivated, enthusiastic and experienced leader to oversee our Broome activities. Working closely with the Housing Coordinator – and as part of the wider Perth based team – you will have overall responsibility for all Broome housing including the 55 room complex at Frederick Street. This includes overseeing tenancy and property management, tenant support and managing tenancy breaches and terminations. You will also need to develop and manage key relationships with partner organisations and manage support agency liaison – this is an important role that will consolidate and help to grow Foundation Housing's Kimberley operations.

To be successful in this role, you will be a confident, proactive and hands-on, strategic thinker, with excellent people management and communication skills at all levels.

Ideally you will have, a strong understanding of community and social housing and the Residential Tenancies Act and an ability to positively represent Foundation Housing and build strong relationships with a diverse range of stakeholders.

Foundation Housing provides a positive and supportive work environment in what can sometimes be a challenging sector. The organisation has a very clear set of values that assist staff in their day-to-day dealings with tenants, residents, stakeholders and other staff. As a not-for-profit organisation, staff members are also entitled to receive salary packaging benefits.

To apply and to view the full job description, please visit our website at [www.foundationhousing.org.au](http://www.foundationhousing.org.au). To be considered, your application should include a copy of your resume and a covering letter addressing the selection criteria for the position, which can be found in the job description.

Applications to be received no later than COB 11 June 2018.

**1. Position Identification:**

<b>Title:</b>	Manager Housing - Broome	<b>FHL Level:</b>	7
<b>Department:</b>	Tenancy Services	<b>Agreement/Award:</b>	EBA
<b>Reporting to:</b> <i>(Position)</i>	TBA	<b>Date last updated:</b> <b>By whom:</b>	29/05/2018 People and Culture

**2. Purpose of Position:**

This role is responsible for operational management of Foundation Housing’s Broome office, including tenancy management, developing and maintaining relationships with support agencies and community partners and assisting with projects to consolidate and grow the Kimberley portfolio.

**3. Key Working Relationships:**

<b>Internal:</b> Housing Co-ordinator – Broome Caretaker – Frederick St Lodge Housing Services Team Tenant Support Team Allocations Team Property Services Team Finance Team People and Culture Team	<b>External:</b> Clients with housing managed by FHL Aboriginal corporations Support agencies Community service organisations Department of Communities / Housing Local Council Police and Emergency Services
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**4. Accountabilities and Responsibilities:**

**Leadership and Management**

Ensure day to day service delivery is conducted in accordance with FHL’s policies and procedures, contracts and all relevant acts, guidelines and industry standards.

Management of the Broome office, including leading and managing local staff, in line with organisational policies, processes and procedures, planning of work, directing staff and delivering on KPI targets.

Management of the Frederick Street Lodge complex, including, tenancy, resident and facilities management and case liaison with support agencies.

Ensure compliance with all local government licensing requirements, Residential Tenancies Act, Occupational, Health and Safety requirements and any other relevant regulations/legislation

Provide local oversight of the property and tenancy management functions for the FHL Kimberley portfolio.

Maintain close liaison with a Perth based manager, to ensure appropriate oversight and reporting of Broome activities and implementation of strategies and plans to grow Kimberley based activities.

Assist in the management and coordination of FHL projects in the Kimberley region.

**Tenancy Management**

Develop and manage relationships with support agencies which can assist Foundation Housing tenants to sustain their tenancies and ongoing management of these relationships.

Manage allocations to Frederick Street Lodge and provide input into allocations to other Broome properties.

Manage tenancy breaches and terminations in accordance with relevant legislation and organisational policies and procedures, including preparing for and representing FHL in Court.

Ensure accurate record keeping and maintenance of tenant and other information in Chintaro and other FHL databases.

### **Stakeholder Engagement and Management**

Build and maintain external stakeholder relationships, including the local Council, aboriginal corporation partners, Government departments, the Police, Emergency Services and third-party housing clients.

### **Property Services**

Work closely with the Property Services team to ensure implementation of the long term and cyclical maintenance programs and the completion of day to day maintenance.

### **Adhere to Foundation Housing's Values and Code of Conduct**

Work in accordance with FHL Values and Code of Conduct in all interactions with tenants and other stakeholders, internally and externally.

## **5. Work Related Requirements/Selection Criteria:**

### **Essential Skills:**

#### **Knowledge**

- Understanding of community and social housing and the Residential Tenancies Act.
- Strong understanding of the Broome community, including key stakeholders in the areas of housing and community services.

#### **Experience and Skills**

- Extensive experience in managing and leading small teams in challenging environments.
- Experience in the management of a small office/facility including adherence to Occupational Health and Safety requirements, local regulations and organisational policies and procedures.
- Experience in performance-based management to meet KPIs, organisational outcomes and other targets.
- Well-developed presentation skills, including ability to represent FHL in range of external forums and with a diverse range of stakeholders (clients, government departments, courts, other service providers, etc.).

#### **Personal Attributes and Ability**

- Strong track record in building and maintaining relationships with key community stakeholders.
- Experience in, and a commitment to, improving and delivering excellent levels of customer service in line with organisational objectives.
- Sensitivity to and understanding of issues affecting socially disadvantaged groups, including, homeless people, people with disability and people from culturally or linguistically diverse backgrounds

**OTHER ESSENTIAL CRITERIA**

- Current WA Drivers licence
- National Police Clearance

**Safety Awareness:**

You will act in a manner that is consistent with FHL's duty of care requirements and Occupational Health and Safety legislation, including but not confined to;

- Role model the Foundation Housing Health & Safety Policy and Procedures
- Ensure all the employees under your management have information, instruction, training, and supervision that is consistent with FHL safe work practices
- Identify assess and control hazards which impact on a safe work environment.
- Report any incidents or injuries to HR

**6. Culture and Values:**

**We care for people:**

Giving people our time

Listening well

Being kinder than need to be

Understanding that everyone's story is unique and of equal value

Actively looking for the strengths in others

**We own all of our decisions and actions:**

Admit mistakes, learning from them and fixing things up

Respecting organisational policies and procedures and following them

Having the courage to make the tough decisions and stand by them

**We are passionate:**

Caring intensely about the work we do

Inspiring others with excellence

Celebrating success

Embracing and driving change

**We focus on finding solutions:**

Providing timely and accurate information to others so that solutions can be found

Understanding that others often know the solutions to their own problems and assisting them to find their own way forward

Not bring just the problem but ideas about possible solutions

**We are always honest:**

Providing well thought out and constructive feedback

Initiating the challenging and tough conversations

Saying what you are thinking and doing what you say

**Nurture relationships:**

Earning the trust of others

Checking in with people regularly particularly when things are tough

Respecting people for who they are and for their knowledge, skills and experience as individuals and team members

**7. Position Dimensions:**

<b>Number of staff directly reporting to position</b>	2
<b>Work Locations</b>	Broome Derby and Perth on occasion

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*File Name: HR\_Application Pack\_Manager Housing Broome (External)\_01June2018*