

Position Description

Position Title	Team Leader, People & Places
Location	Adelaide Office
Status under Children's Protection Act 1993	Prescribed
Award	Social, Community, Home Care & Disability Services Industry Award 2010
Classification	Social and Community Services Employee Level 5
Reporting Relationship	<p>Reports to the Manager, Tenant Services</p> <p>Direct reports:</p> <ul style="list-style-type: none"> - People & Places Coordinators <p>Works closely with:</p> <ul style="list-style-type: none"> - Group Leader, Tenant Services - Team Leader/s, Tenant Services - Team Leader, Allocations - Income Management Team - Manager, Property & Development

POSITION SUMMARY

The position focus is to support the tenancy team and the broader Housing & Urban Development division in a range of core areas including complex at risk tenancies, Tenant Engagement and Community Development. The position will also be responsible for developing and maintaining strong relationships and partnerships with external service providers.

The role will provide advice and support to the Manager, Group Leader, Team Leaders, Tenancy Officers and liaise with external agencies on early intervention strategies for people with complex needs. The Team Leader People & Places will oversee Community Development and Tenant Engagement activities via collaborative working relationships under a holistic framework with the People and Places Team.

The position will be responsible for creating a clear and quality framework for continuous improvement within the responsibilities of People and Places via research and development of organisational practice.

KEY RESPONSIBILITIES

- Devise and implement programs that give tenants opportunities for social and economic participation
- Devise and implement programs that build on the core values adopted in our Housing Customer Service Charter, Tenant Rights Charter and Tenant Code of Conduct
- Provide advice and support to the Tenant Services team on early intervention strategies for people with complex needs
- Provide leadership and supervision in relation to operational matters by supporting staff to ensure that services are delivered in line with organisational policies, procedures and guidelines
- Participate in service related networks and forums as requested or agreed to by the Manager, Tenant Services
- Contribute to building a positive workplace culture throughout the organisation to ensure inter-portfolio collaboration and effective staff teams

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- Develop and maintain strong relationships and partnerships with external service partners, in particular where such relationships can assist/support in delivering social and economic participation opportunities for tenants
- Promote a commitment to continuous improvement focused on better outcomes for tenants, community members and organisational sustainability
- Ensure that appropriate records are maintained and provide reports as required
- Promote a 'risk-aware culture' where staff pro-actively identify and address all forms of risk

Outcomes/Objectives

- *Effective outcomes are achieved for tenants to enable them to sustain their tenancy*
- *Effective outcomes are achieved for community members to enable them to build their social capital and economic participation*
- *Effective outcomes are achieved for tenants to be engaged with JA, their local community and relevant service providers*
- *Evidence of improved access to relevant services for tenants through strengthened interagency links and referral pathways*
- *Builds and maintains constructive working relationships with service providers*
- *Evidence of continuous improvement in area of responsibility that improves outcomes or service/organisational sustainability*
- *Incidents and emerging trends in area of responsibility are reported to the appropriate leader*
- *Builds and maintains constructive working relationships across the organisation that enhance organisational culture and performance*
- *Meets time and quality expectations in record keeping and/or reporting requirements of the position*
- *Evidence of promoting improvements in safety planning and hazard management*

GENERAL CONDITIONS

- Act at all times in accordance with the Code of Conduct and Core Values of JA.
- Comply with the Work Health and Safety management system.
- A satisfactory criminal history assessment must be completed prior to commencing employment and every 3 years thereafter. Ongoing employment with JA is subject to the employee maintaining a satisfactory criminal history assessment.
- Current Child Safe Environments Certificate must be held or obtained within 3 months of commencement and the employee must comply with relevant state legislation to support a child safe organisation.
- Holds a current unencumbered Australian Driver's Licence or equivalent, and is willing to drive.
- Willing to work occasional flexible hours to meet operational requirements.

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SELECTION CRITERIA

- Degree or tertiary qualifications in Social Work, Human Services or relevant equivalent (or lesser qualification complemented by substantial relevant experience) – **essential**
- Demonstrated high level of experience in a customer focused environment – **essential**
- Demonstrated experience managing staff – **essential**
- Understanding of Community Housing
- Understanding of Community Development
- Demonstrated experience in developing and implementing operational practices and procedures
- Understanding of homelessness and housing issues
- Demonstrated strong communication (verbal and written), interpersonal and negotiation skills
- Ability to prioritise own and direct reports workload and work independently and as part of a team
- Demonstrated understanding of appropriate responses to clients with behaviours that demonstrate high and complex needs
- Intermediate level computer literacy using the Microsoft Office Suite and experience using tenancy management software

CORE VALUES

Junction Australia aspires to deliver flexible and responsive services that are underpinned by the following core values:

- **RESPECT** ~ *Every person deserves to be treated with respect*
- **TRUST** ~ *Safety and trust are the foundations of healthy families and relationships*
- **INCLUSION** ~ *Inclusive communities value and embrace diversity*
- **INTEGRITY** ~ *Being open and honest to others*

Approved by CEO/Leadership Manager