








Role description

Role title	Property and Tenancy Manager
Team	Housing 1 st
Location	Slacks Creek
Classification level	5
Reports to	Program Manager

Our Vision - Building independence and participation.

Our Purpose - YFS backs people to overcome adversity and to thrive.

- Our Values** -
-  **Excellence** - we deliver high quality services and have high expectations
 -  **Integrity** - we act honestly and openly
 -  **Optimism** - we think and act with confidence about people and the future
 -  **Steadfastness** - we persist to overcome barriers and adversity with our clients
 -  **Courage** - we challenge ourselves and others to create change



YFS has a long history of working with and empowering First Nations peoples. The [YFS Cultural Framework](#) sets out our continuing commitment and the actions we will take as a community member, a service provider and an employer to back First Nations peoples to achieve their aspirations and thrive.

YFS is committed to promoting a unified, harmonious, safe and inclusive community. We recognise that all types of diversities deepen and enrich our community and provide an invaluable asset for our future.

We pride ourselves on ensuring our services and work environments are safe, inclusive, welcoming and accessible for all, regardless of ethnicity, gender, gender identity and expression, sexual orientation, disability, or religion.

Primary purpose

The Property and Tenancy Manager is responsible for leading and delivering property and tenancy services within YFS.

This role is required to effectively and efficiently perform the property and tenancy management aspects of YFS' CAP (Crisis Accommodation Program) properties.

Key accountabilities

Organisation purpose and values

- Apply knowledge of community services and the individual, cultural and community context to service delivery
- Understand the purpose and values of YFS and embed these in client services and staff management processes
- Contribute to the execution of YFS' strategic intent and priorities.

Leadership

- Contribute to leading and influencing a positive workplace culture and the development and maintenance of a cohesive and well-functioning team
- Initiate collaboration with other YFS services to improve service delivery outcomes for YFS clients
- Model behaviour consistent with values and leadership expectations, including self-awareness and resilience
- Contribute to middle management meetings and forums and follow up actions when required.

Operational planning and execution

- Assist in developing accurate, timely data, analysis and reports, including compliance reports, to meet service contract and legal obligations
- Contribute to the planning of programs and projects, and overseeing the day-to-day implementation of operations in accord with relevant program logic and practice frameworks
- Support the Implementation and monitoring of team operational manuals compliant with YFS service delivery standards (including ISO); client satisfaction and client complaint processes; and consistent with a continuous improvement approach
- Participate in program service evaluations and organisational reviews; implement recommendations and monitor the achievement of client outcomes.

Service delivery

- Establish and maintain tenancy agreements with new and existing tenants including rent reviews.
- Maintain accurate rent and maintenance records systems, and maintain tenancy and property records in accord with YFS policy and procedures.
- Ensure cyclical and responsive maintenance systems are in place and are cost effective and responsive.
- Ensure Centrelink guidelines and the Privacy Act 1988 is complied with when accessing tenant information and administering Centrepay payments.
- Rent and arrears are managed to ensure tenants are assisted to maintain tenancies and financial risk is minimised.
- Liaise with support workers in regards to the support needs of tenants and potential tenants (with consent).
- Comply with the due legal process in all tenancy management matters in accord with relevant legislation.
- Properties and Tenancies are managed in accord with program guidelines, National Community Housing Standards, the Operational Manual, YFS policy and procedures and to budget.

- Relevant legislation within and including the Residential Tenancies and Rooming Accommodation Act 2008 (RT&RA Act 2008), RT&RA Regulations 2009, Work Health and Safety Act (2011), Building and Fire Safety Regulation (2008), Housing Act (2003), and local council by-laws are actively observed.
- Contribute to the development and review of the YFS Property & Tenancy management policy and procedures.
- Deliver direct services in accord with team operational manuals and internal program arrangements and provide back up to staff when dealing with complex clients.

External relationships

- Represent YFS at identified relevant inter-agency networks, community consultations and forums
- Promote, initiate and develop opportunities for provision of integrated services at YFS and within the wider community
- Build and foster collaborative partnerships with other agencies and stakeholders to provide and maintain effective, accountable services for clients and report on developments
- Build a network of contacts in other relevant organisations and ensure YFS's image and reputation is maintained.

Finance and resource management

- Contribute to the management of program budgets in accord with agreed income and expenditure; and ensure financial expenditure aligns with benchmarks, and that client brokerage is managed in accord with program and YFS guidelines.
- Ensure assets are used in accord with organisational policies and procedures.

Risk management and workplace health and safety

- Identify current and emerging risks, undertake risk assessments utilising the YFS's risk assessment and risk management frameworks, develop contingency plans and implement swift correct action within scope of work or escalate risks to minimise or avoid negative consequences.
- Assist in the management of Workplace Health and Safety practices in accord with legislation, YFS policy, procedures and standards.
- Work within the standards and principles of a Child Safe Organisation.

Business systems and reporting

- Ensure client and staff planning, reporting, documentation and record keeping requirements are efficiently dealt with using available technology and in line with YFS organisational requirements
- Prepare reports for senior management using professional skills and experience.

Cultural respect

- Ensure service planning and delivery recognises the history and ongoing impacts that Aboriginal and Torres Strait Islander people experience
- Deliver services that are person and community centred for Aboriginal and Torres Strait Islanders and people from diverse cultural backgrounds.

Relevant skills, knowledge and experience

Experience and qualifications

- Relevant tertiary qualifications (Degree in relevant discipline) and/or experience are essential.

Knowledge and experience specific to the role

- Demonstrated experience in community/social housing, and property and/or tenancy management.
- Knowledge of Queensland tenancy law.
- Demonstrated ability to research principles and issues efficiently and appropriately.
- Demonstrated ability to draft recommendations and prepare relevant documentation and reports on routine issues.
- Experience in facilities/property management, including maintenance response and scheduling.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.

Additional skills and experience

- Demonstrated experience in person centred service delivery.
- Demonstrated high level interpersonal skills applicable to managing, developing and supporting staff, resolution of organisational issues, providing advice, and negotiating contracts.
- Demonstrated oral and written communication skills together with the ability to interact effectively with a diverse range of people and to maintain confidentiality.
- Demonstrated ability to prepare complex reports for senior management using specialist/advanced communication and computer literacy skills and experience.
- Demonstrated organisational skills to plan and prioritise work efficiently and effectively and manage competing demands and priorities.
- Refer to the level 5 competencies in the Social, Community, Home Care and Disability Services Industry Award.

Other role requirements:

- Current Queensland C Class driver's license
- Current First Aid Certificate, or ability to obtain
- Current Positive Notice Blue Card
- Current National Police Check

Additional information

Note: An employee may be directed to carry out such duties as are within the limits of the employee's skill, competence and training. All people employed by YFS are required to observe its policies and procedures.

Employment in the position will be subject to an annual Performance Plan and Review, with initial appointment subject to a probationary period of five months.