SGCH Tenancy Manager Position Description

SCHCADS Award Level 4

Key role details

Position title	Tenancy Manager
Reports to (position)	Lead, Sustainable Tenancies
Department	Customers
Location	Bonnyrigg, Hurstville, Redfern, St Leonards (may be required to work at other SGCH office locations from time to time)
Remuneration level	Level 4
Award	SCHCADS
Essential requirements	Experience working with vulnerable people including people recently experiencing homelessness, including rough sleepers, people managing mental health issues, people experiencing domestic and family violence, people with disability, young people, older people Experience working with people from diverse backgrounds and cultures including Aboriginal people Knowledge and understanding of NSW Residential Tenancies Act 2010 Good written and verbal communication skills including interpersonal skills and the ability to negotiate Self-motivated with a learning mindset, with experience working autonomously Current NSW driving license
Desirable skills	Understanding of social support service system Experience in property management in the real estate industry or in public or community housing sector Experience at NSW Civil and Administrative Tribunal (NCAT) Degree or relevant experience in social work, social services, community services, welfare, or relevant discipline

Position summary

As a SGCH Tenancy Manager you place tenant needs at the heart of your service delivery. You are customer service focused and responsive to tenant requests – working to address day to day tenancy matters as quickly as possible and more broadly supporting tenants to link to services they need to improve their health and wellbeing and sustain their tenancy.

The work of a SGCH Tenancy Manager is critical to our business, you are the main point of contact for tenants to access our services and

you set the standard for a positive customer experience. You work as part of a team of dedicated SGCH staff and partner organisations with a shared purpose to improve outcomes for tenants and social housing communities.

To work at SGCH you are compassionate, responsive, and committed to achieving operational excellence and working collaboratively to deliver best practice social and affordable housing services. You value making a positive contribution to local communities and our shared vision for great places for everyone.

Your Success Profile

SGCH Tenancy Manager	
Knowledge – 'What do you know?' Value and importance of social and affordable housing to individuals and the community How to work with vulnerable people from a range of backgrounds Fundamentals of residential tenancies legislation in NSW	**Experience – 'What have you done?'** Worked in a challenging customer service environment Planned and prioritised a busy workload Delivered services to meet and exceed operational benchmarks
Behaviours – 'What can you do?' Provide exceptional customer service Work in partnership to sustain social housing tenancies Deliver improved housing and wellbeing outcomes for our applicants	**Personal qualities – 'Who you are'** Kind, responsive, caring and supportive Enjoy working with people for a social purpose Work with integrity to deliver the best outcomes for customers

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Your work as an SGCH Tenancy Manager

Our strategic work areas	Your daily work
Vision, purpose and strategy	• Working to achieve our core purpose to connect people to opportunity and collaboratively shape great places through sustainable, safe and affordable housing • Taking responsibility for delivering high quality customer centric services • Managing relationships with internal and external partners to ensure a shared focus on improving outcomes for tenants
Customer service	• Showing respect, courtesy and fairness when interacting with our customers • Responding to customer enquiries and requests with care and urgency • Keeping customers informed about issues they have raised and seeking feedback to ensure their needs are met
Tenancy management	• Understanding and operating under the provisions of NSW residential tenancies legislation (*Residential Tenancies Act 2010)* • Working with tenants so they understand their rights and responsibilities under the *Residential Tenancies Act 2010* • Preparing submissions and managing matters at the NSW Civil and Administrative Tribunal (NCAT)
Sustaining tenancies	• Supporting tenants to sustain their tenancies by pro-actively managing tenant arrears and debt • Actively engaging with tenants to manage property care issues • Working with team members and support partners, to manage anti-social behaviour and other complex issues facing social housing communities
Tenant outcomes	• Assisting tenants to understand internal and external services available to them and make appropriate links to services they may need • Facilitating tenant meetings to support the resolution of tenant community issues • Contributing to and participating in delivering community development and place making activities
Leadership and teamwork	• Working as a team to provide best practice services • Collaborating with teams across our organisation to improve outcomes for tenants • Supporting team members to deliver the best services they can by sharing knowledge and skills; and working together to resolve challenging situations
Self-management	• Working flexibly to adapt and respond quickly when situations change • Being open to new ideas, seeking feedback and responding constructively

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	• Looking for and taking advantage of opportunities to learn new skills and develop strengths • Resilience and able to work under pressure
Business excellence and innovation	• Planning and completing work to agreed timeframes and standards • Understanding team and organisational objectives and aligning your activities accordingly • Identifying ways to improve systems or processes to achieve better outcomes
Legislation, policies and procedures	• Understanding and following legislation, rules, policies, guidelines and codes of conduct that apply to your role • Helping others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Ensuring the privacy of customer their households and other customer information is protected at all times
Compliance and reports	• Accurately collecting and recording tenancy and other information • Contributing to the collection of data and information on operational performance • Attending regular (at least weekly) team huddles and regional team meetings to monitor operational performance and share information
Accountability and risk	• Identifying and following safe work practices; and being vigilant about their application by self and others • Attending workplace health and safety training • Being aware of risks that might impact on the completion of an activity and escalating these when identified • Speaking out against misconduct and inappropriate behaviour
Information technology	• Using core office software applications such as Outlook, Word and Excel • Managing and updating information and workflows in our specialised information and communications technology platform, OneHousing and other applications where required • Complying with SGCH policies on the acceptable use of technology

Our expectations for SGCH Tenancy Manager

Our expectations	Your values, behaviours and accountabilities
Top accountabilities	1. Providing responsive and respectful customer centric services in accordance with our shared customer service standards 2. Actively managing safety and promoting our safety culture 3. Core focus on working to sustain tenancies through proactive management of tenant arrears and debt, property care and anti-social behaviour 4. Managing a program of home visits to ensure you visit 100% of tenancies in your portfolio in a year 5. Responding quickly to tenant arrears to meet team key performance indicators (KPIs)

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	6. Supporting enhanced tenant health and wellbeing by working within our support coordination, place making and partnership practice frameworks 7. Responding to broader community issues by holding tenant meetings, and planning and participating in community development and place making activities 8. Knowing and understanding SGCH policies and processes and applying them with a focus on delivering sustainable housing outcomes for tenants 9. Applying the Australian Privacy Principles to managing tenant information and data 10. Attention to detail when inputting and managing tenant information and data, within set timeframes
5 iSARI values	1. Innovation - to find new and better ways of working, to deliver the most impact for our customers and to support us to be a leading community housing business 2. Support - a business environment that is caring and provides support and encouragement to everyone involved in managing, delivering and using our services. Engagement with SGCH goals 3. Accountability - being transparent and accountable to our stakeholders for our actions and decisions and being collectively and individually professional in the way we conduct business. Ensuring our professionalism in each everyday action 4. Respect - for the unique contribution of our team members and partners and for customers, whatever their circumstances. Willingness to listen to and gain understanding of others and to work together. Collaborating and innovating through shared learning 5. Integrity - being honest, open and appropriate in our communications with others, understanding and meeting our governance and management responsibilities. Informed action with discernment
4 vital behaviours	1. 'I speak up' - speaking up and sharing your opinion to lead to great outcomes for yourself, customers, colleagues and the business. Creating a space for this behaviour by encouraging others to speak up, listen and respond with care and respect 2. 'I make mindful requests' - making sure our requests are mindful, saves time, makes sure tasks are done right the first time and prevents confusion. Mindful requests help you know exactly what you are committing to and improves the way we work together and make a better experience for all our customers 3. 'I ask, "Is there a better way"?' - the process of exploring alternative options to achieve the outcomes we are looking for. We use this commitment to create an opportunity for each of us to learn and develop. It prompts us to think differently, consider multiple perspectives and be creative 4. 'I do what I say I will' - being conscious of the commitments we make to ensure that the things we say we will do are achievable and that we have everything we need to perform a task before we start. Using this commitment helps us to build trust and work together to deliver outcomes for our customers

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