



SGCH Lead, Sustainable Tenancies Position Description

SCHCADS Award Level 7

Key role details

Lead, Sustainable Tenancies	
Reports to (position)	Head of Region
Department	Customers
Location	Hurstville, Bonnyrigg, St Leonards, Redfern (may be required to work at other SGCH office locations from time to time)
Remuneration level	Level 7
Essential requirements	<p>Experience in people leadership, with a focus on coaching team members to enhance skills and capability</p> <p>Experience in delivering social and affordable housing services, homelessness services or other related social, community or welfare services</p> <p>Experience in driving operational excellence and meeting key performance metrics</p> <p>Experience working with vulnerable people and people from diverse backgrounds and cultures, including Aboriginal people</p> <p>Strong partnership building and management skills</p> <p>Strong written, verbal communication, listening, interpersonal and negotiation skills</p>
Desirable skills	<p>Tertiary qualifications in social work, social services, community development, welfare or relevant discipline</p> <p>Experience in contract management</p> <p>Strong knowledge of the Residential Tenancies Act 2010</p>



Position summary

As a SGCH Lead, Sustainable Tenancies you lead a team that is focused on sustaining tenancies and working collaboratively to support tenants to access the services they need. You are outcomes focused and build the skills and capability of your team to deliver respectful and responsive services. You set the standard for a positive customer experience.

You support your team to provide the best services they can, drawing on their individual strengths and passions and drive to deliver the best outcomes possible for our tenants. A key part of your work is to identify and build effective partnerships with your team and local services, with a shared purpose to sustain tenancies and improve outcomes for social housing communities.

To work at SGCH you are 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

Lead, Sustainable Tenancies	
<p>Knowledge – ‘What do you know?’</p> <ul style="list-style-type: none"> Value and importance of social and affordable housing to individuals and the community How to support team members to deliver the best services they can by focusing on individual and team strengths How to work with vulnerable people from a range of backgrounds 	<p>Experience – ‘What have you done?’</p> <ul style="list-style-type: none"> Led teams or projects in a challenging service delivery environment Delivered services to meet and exceed operational benchmarks Managed and developed partnerships Managed budgets
<p>Behaviours – ‘What can you do?’</p> <ul style="list-style-type: none"> Lead a team to provide exceptional customer service Set clear expectations, support team members to deliver and hold team members to account Work in partnership to deliver improved housing and wellbeing outcomes for our applicants 	<p>Personal qualities – ‘Who you are’</p> <ul style="list-style-type: none"> Enjoy working with a business head and a social heart Accountable, taking responsibility for your commitments and actions Kind, responsive, caring and supportive Work with integrity to deliver the best outcomes for customers



Your work as a SGCH Lead, Sustainable Tenancies

Our strategic work areas	Your daily work
Vision, purpose and strategy	<ul style="list-style-type: none"> Working together to achieve our purpose to provide sustainable, safe and affordable housing as the foundation for our customers to connect to opportunities and build their communities Leading a team to deliver great places, thriving people, connected communities Aspiring to achieve sustainable tenancies as a foundation for opportunity, more sustainable homes in thriving communities and a vibrant sustainable business in the work you do everyday
Customer service	<ul style="list-style-type: none"> Showing respect, courtesy and fairness when interacting with our customers Ensuring the team responds to customer enquiries and requests with care and urgency Working with your team and across the business to resolve complex customer issues and needs
Leadership and teamwork	<ul style="list-style-type: none"> Leading by example, modelling a culture of innovation, support, accountability, respect and integrity Working as a team to provide best practice services Collaborating with teams across our organisation to improve outcomes for customers Supporting team members by sharing knowledge and skills; and working together to resolve challenging situations
Operational excellence	<ul style="list-style-type: none"> Driving performance across tenancy and key operational areas including minimising tenant rent arrears and debt, managing risk and instances of anti-social behaviour, hoarding and squalor, and delivering annual tenant home visit programs Building understanding and commitment across the team to meet key performance indicators, including indicators that drive the ongoing financial sustainability of the business Monitoring team performance and building the capacity and capability of team members to deliver consistent high-quality services and resolve complex issues
Partnership and stakeholder management	<ul style="list-style-type: none"> Working collaboratively with government and community partners to support the delivery of responsive social housing services alongside the broader SGCH team Engaging and collaborating with local support partners, such health, disability and other social support services with a shared focus on sustaining tenancies Supporting enhanced placemaking outcomes by working closely with teams across the business, local councils, and other local partners to improve identified place making sites within your portfolio
Learning mindset and accountability	<ul style="list-style-type: none"> Modelling and encouraging a learning or growth mindset within the team to build a culture of continuous learning, that values evidence and data, constructive feedback and exposure to new experiences



	<ul style="list-style-type: none"> • Ensuring accountability across the team by setting clear expectations and goals, building a shared understanding and commitment to deliver, and having accountability conversations when expectations are not met • Addressing and resolving team and individual performance, in a timely and effective way
Self-management	<ul style="list-style-type: none"> • Working flexibly to adapt and respond quickly when situations change • Being open to new ideas, seeking feedback and responding constructively • Looking for and taking advantage of opportunities to learn new skills and develop strengths • Being resilient and able to work under pressure
Business excellence and innovation	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 and organisational information is protected at all times
Compliance and reports	<ul style="list-style-type: none"> • Embedding systems to support ongoing compliance with government contracts, policies and guidelines • Supporting high quality data and information collection across the team to contribute to accurate operational reports • Attending regular (at least weekly) team huddles and regional team meetings to monitor operational performance and share information
Accountability and risk	<ul style="list-style-type: none"> • 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 may impact the completion of an activity and escalating when identified • Identifying and managing critical incidents in a timely and effective way • Speaking out against misconduct and inappropriate behaviour
Information technology	<ul style="list-style-type: none"> • 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	Your values and behaviours
<p>Top accountabilities</p>	<ol style="list-style-type: none"> 1. Providing responsive and respectful customer centric services in accordance with our customer service standards and commitments 2. Actively managing safety and promoting our safety culture 3. Leading the team to be focused on achieving sustainable housing outcomes for customers 4. Driving operational excellence in the delivery of tenancy and support coordination services with a core focus on working to sustain tenancies through proactive management of tenant arrears and debt, property care, anti-social behaviour and improved health and wellbeing 5. Actively managing and reporting on complex tenancy issues and critical incidents to ensure risks and contentious issues are appropriately managed 6. Supporting continuous service improvement by participating in regular reviews of processes and tools that support the team to deliver best practice services, and identifying areas for service improvement 7. Cultivating and building key partnerships to support enhanced outcomes for customers 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
<p>5 iSARI values</p>	<ol style="list-style-type: none"> 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

Our service commitment

We value our customers and have developed these Customer Service Standards to demonstrate our commitment and measure our progress in providing a consistent, excellent customer experience:

1. We provide access to affordable homes and high-quality services for you
2. We listen and value your views
3. We explore new and better ways of doing things
4. We do what we say we will do
5. We respect you