



## Senior Tenancy Manager – SAHF Project

### Position Description

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<b>Position Title</b>	Senior Tenancy Manager, Social & Affordable Housing Fund project
<b>Responsible Council</b>	Amelie Housing Limited
<b>Reports To</b>	NSW Operations Manager
<b>Reports</b>	Tenancy managers (up to 3)
<b>Base Location</b>	Lewisham and Parramatta
<b>Primary position objective</b>	The Senior Tenancy Manager is responsible for: <ul style="list-style-type: none"><li>• Meeting tenancy KPIs of the Social and Affordable Housing Fund project (SAHF)</li><li>• Managing the work of tenancy managers</li><li>• Reporting to the NSW Operations Manager on SAHF project operations, issues, and risks.</li></ul>

## St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

## Amelie Housing Overview

The SAHF project is a 25 year program funded by the Society and the NSW government that will provide tenancy and property management services to 500 tenants in multiple locations across NSW.

The project has multiple outcomes including tenancy and property management, and tailored tenant coordination services.

Amélie Housing Limited is responsible for all parts of tenancy and property management, as well as providing all outcome data to the NSW Department of Family and Community Services (FACS).

Amélie Housing will become the national housing provider for St Vincent de Paul Societies in the various States.

The position works collaboratively with internal service areas as well as other agencies and service providers.

## **Duties and Responsibilities**

The Senior Tenancy Manager is responsible for:

- Ensuring that tenancy management is undertaken according to Amélie Housing's and the Society's values.
- Achieving the key outcomes in required timeframes as specified by the contract with FACS.
- Managing tenancy managers within our values and outcomes framework.
- Building team effectiveness and capability.
- Timely communication and coordination with all other staff involved in the project including asset staff, finance team, and other tenancy staff.
- Reporting to the NSW Operations Manager on all matters that affect the efficient and effective outcomes of the project. This includes timely notification of risks and management strategies.
- Support the initiatives of the Tailored Support Coordination Services Team.

## **Essential Criteria**

- Experience in social housing tenancy management.
- Experience in staff management.
- Experience in working with asset staff, financial staff.
- Understanding of repairs and maintenance budgeting and maintaining budgets
- Experience with NSW Pathways.
- Experience in using Microsoft Word and Excel.
- Drivers licence.

## **Desirable Skills**

- Training in the management of difficult tenants
- Knowledge of the requirements of the SAHF program
- Experience with the FACS/LaHC maintenance systems such as PAS
- Experience with SDM Housing software or similar
- Demonstrated understanding of the Not for Profit sector
- Additional skills/licence/understandings that may assist in the performance of the role

*The St Vincent de Paul Society is an Equal Employment Opportunity Employer*