About Brisbane Youth Service

Thank you for your interest in the **Housing and Tenancy Manager** role with Brisbane Youth Service!

Brisbane Youth Service (BYS) has worked with homeless and vulnerable young people (aged 12

to 25 years) and young families in Brisbane and surrounding areas since 1977.

A leader in the community services industry, BYS provides housing, physical and mental health services as well as specialist programs for young women and young families, to assist them to overcome challenges and achieve life goals. BYS uses a client-centred, strengths-based practice approach when working with young people.

BYS supports each young person to identify their goals and holistically address the range of challenges they face. Even with brief support from BYS, most young people can move out of crisis and towards a better future.

Through research and evaluation programs, BYS builds knowledge to develop innovative supports, improve outcomes, and to raise awareness of issues impacting vulnerable young people in our community.

Currently, we have over one hundred staff operating across seven locations throughout Brisbane.



## Our Vision

### New futures for young people

## Our Values (R.O.A.R)

### Respect

### Optimism

### Accountability

### Resilience

## Our Commitment

### To promote a just society for young people

Employee Value Proposition

# We value our people

We value our people and the contribution they make to the community and the lives of the young people we support. That’s why we have invested in our Employee Value Proposition, to make our employees’ experience a memorable and rewarding one.

There’s a great culture of doing good work while ensuring our staff are happy and healthy. We have plenty of initiatives to get involved in, including the RAP committee, Health & Wellbeing, Green Team etc. and were the proud recipients of The Voice Project’s **Workplace of the Year for 2022**.

## By joining us at Brisbane Youth Service (BYS), you will benefit from the following:

* Additional leave entitlements:
	+ 5.5 weeks pro-rata annual leave entitlement as standard
	+ 6.5 weeks long service leave pro-rata entitlement after 5 years’ continuous service
	+ 2 weeks paid study leave pro-rata per annum for eligible employees
	+ 6 weeks paid (genderless) parental leave pro-rata for eligible employees
* Generous not-for-profit salary packaging benefits up to $18,549.00 per FBT year
* Flexible working arrangements to fit individual work-life integration and endorse the use of personal leave for mental health days
* Warm, friendly, and values-driven culture
* Designated time to catch up one-on-one between staff and line managers and annual professional development reviews that look at achieving longer-term career development opportunities
* Access to professional counselling as part of employee benefits package (EAP)
* Consultation and feedback processes embedded in workplace culture
* Annual professional development budget to eligible employees
* Organisational-wide training program and 6 all-staff training days per year

## Why our employees stay with BYS:

1. **Meaning:** “Our work positively supports and changes young people’s lives and that gives me a sense of purpose.”
2. **Team:** “I work with a great team who treat me with respect and genuinely care about me. We share the same goals and provide each other with feedback and support to achieve them.”
3. **Flexibility:** “I have the flexibility to work the hours that meet my personal and family needs.”



1. **BYS mission, vision, and values:** “We live and breathe

BYS’s purpose, vision and values by putting young people

at the centre of our decisions

and how we work.”

1. **Development:** “My manager is supportive of my

professional development.”

# Housing and Tenancy Manager

## Position Description

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| --- | --- |
| **Position Title:** | Housing and Tenancy Manager |
| **Program/Team:** | Housing Services |
| **Employment Type & Hours:** | Full-time | 76 hours per fortnight |
| **Award Conditions:** | Social, Community, Home Care & Disabilities Services [SCHADS] Award 2010 | **Remuneration:** | SACS Level 6 |
| **Working From:**  | Zillah Street, Stones Corner; Winstanley Street, Carina Heights and/or other BYS offices |
| **Reporting Relationships:** | Responsible for 7 direct reportsReports to the Housing Services Senior Manager |
| **Probation Period:** | Six [6] months |
| **Primary Purpose of Position:** | This position leads a support team of Youth Housing Specialists, and a small Community Housing tenancy management team to provide housing and support to young people and young families in properties managed by BYS and in other forms of housing including social housing and private rental. |
| **In addition to submitting a resume or CV applicants must address the selection criteria [below] in their cover letter to be considered for shortlisting** |
| **Selection Criteria:** | 1. Understanding of and commitment to BYS vision, objectives and practice framework
2. Demonstrated understanding of the responsibilities of a community housing provider in accordance with the National Regulatory System Community Housing, the Residential Tenancies and Rooming Accommodation Act 2008, and Community Housing Tenancy Management Policy 2020
3. Demonstrated experience in managing case management support, and tenancy management services
4. Highly developed critical thinking, problem solving and risk management skills and the demonstrated application of these in delivery of frontline services
5. Demonstrated ability to plan, implement, monitor and evaluate programs and service responses with a focus on continuous improvement and innovation
6. Highly developed communication and interpersonal skills with a demonstrated ability to build effective networks and negotiate and influence internal and external stakeholders
7. Demonstrated ability to prioritise and meet deadlines and effectively manage contracts, reporting, and budgets
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| **Education,****Qualifications, Requirements**[Mandatory]: | * A tertiary qualification in Leadership and Management, Social Work or a comparable qualification OR substantial demonstrated experience in a related field
* Current Queensland driver’s license
* Working with Children Suitability Card [Blue Card] / willingness to obtain a Blue Card prior to commencement
* Evidence of vaccination, immunity, or medical exemption for the following preventable diseases prior to commencement: Measles, Mumps, Rubella and Varicella [Chicken Pox]; Pertussis [Whooping Cough]; and COVID-19
* Three relevant references, including most recent Manager, if relevant
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| **Skills & Experience:** | * Previous management experience in the not-for-profit sector
* Experience in managing case management support, and / or tenancy management services
* Highly developed critical thinking, problem solving and risk management skills and the demonstrated application of these in delivery of frontline service
* Ability to plan, implement, monitor and evaluate programs and service responses with a focus on continuous improvement and innovation
* Highly developed communication and interpersonal skills with a demonstrated ability to build effective networks and negotiate and influence internal and external stakeholders
* Demonstrated ability to prioritise and meet deadlines and effectively manage contracts, reporting, and budgets
* Personal drive and integrity
* Consultative and collaborative working attitude
* Flexible, self-directed initiative, collaborative, inclusive, respectful, ethical, accountable
* Commitment to a learning culture and ongoing professional development
* An ability to lead, motivate and contribute in a positive way to the health of an organisation
* Ability to demonstrate strong leadership, exercising a high degree of autonomy, initiative, judgement, strategic decision making and risk management
* Self-reflective and critical thinking with strong analytical skills
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| **KEY RESULT AREAS – Roles and Responsibilities** |
| **Leadership:** | * Lead a team of workers to provide housing and support to vulnerable young people and young families in BYS housing and other forms of housing to develop or increase housing and living skills.
* Provide team members support and guidance; monitor performance and practice, support professional development and self-care.
* Lead regular team meetings, trainings, and team building activities.
* Drive performance and accountability for achieving expected outcomes.
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| **Service Delivery:** | * Guide teams to deliver support and tenancy management services to young people in accordance with relevant legislation, program guidelines, service standards and BYS policies and procedures
* Utilise the Queensland Homelessness Information Platform (QHIP) to manage assessment of needs, referrals and housing allocations across the homelessness service system
* Ensure the delivery of quality services to young people by monitoring and reviewing case plans and the alignment of interventions with the BYS practice framework
* Ensure the delivery of quality tenancy management practices in line with the National Regulatory System Community Housing, the Residential Tenancies and Rooming Accommodation Act 2008, and Community Housing Tenancy Management Policy 2020
* Identify, mitigate and monitor risks in the delivery of services to young people
* Manage critical incident responses to ensure the safety of young people, staff and the community
* Ensure housing assets and properties are maintained to a high standard and consistent with relevant guidelines and legislation
* Ensure funded programs deliver agreed outcomes in accordance with service agreements
* Manage and monitor budgets in line with funding contracts, BYS policies and directives
* Participate effectively as part of the BYS management team
* Identify opportunities for service growth and contribute to the development of service models and funding submissions
* Participate in and represent the organisation in relevant networks, forums with a particular focus on developing BYS’s opportunities to respond to housing as part of an integrated service response
* Contribute to the development of organisational policies and procedures and ensure compliance with relevant service standards
* Contribute to and participate in program evaluation activities and utilise learnings to continuously adapt and improve service responses to young people
* Ensure the timely, consistent and accurate completion of client data records by all team members
* Develop and maintain collaborative relationships with internal and external stakeholders
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| **People, Culture, Safety:** | * Manage the recruitment, induction, development and performance of managers and staff with a focus on growing individual’s knowledge, skills and professional practice
* Provide effective monthly supervision, and annual performance reviews
* Develop and monitor performance, learning and development, and self-care plans for team members.
* Model and drive a culture of respect, optimism, accountability, and resilience in line with the organisation’s values
* Model ethical behaviours in line with the BYS Code of Conduct and consistently apply ethical standards to self and others
* Protect and promote the rights of children and young people, including making decisions compatible with the *Human Rights Act 2019*; and responding to and reporting suspicions and disclosures of abuse or harm
* Ensure a healthy and safe workplace for all by adhering to BYS [​docx icon Work Health and Safety Policy](https://brisyouth.sharepoint.com/%3Aw%3A/r/_layouts/15/Doc.aspx?sourcedoc=%7B59463252-9762-4766-AE42-02802C98E4CE%7D&file=C5.46%20Work%20Health%20and%20Safety.docx&action=default&mobileredirect=true), Procedures and Practices
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| **Administration:** | * Sumit and approve timesheets and leave requests accurately and on time on a fortnightly basis, in accordance with BYS policy and procedure
* Complete external contractual reporting and liaise with funding bodies as required
* Complete internal reports to the Housing Services Senior Manager and Service Delivery Director as required
* Manage all administrative functions relating to the program area, including management of accurate records, client files, incident reports, correspondence and statistics
* Undertake any other tasks as required
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# How to Apply

Thank you for taking the time to review this position and for considering working with Brisbane Youth Service.

To apply, please email your (1) Cover letter addressing the selection criteria along with your (2) CV to **the HR team** at hr@brisyouth.org.

Applications for this position close **9:00a.m. Wednesday, 27 September 2023**.

Interviews may take place progressively for successfully shortlisted applicants with an immediate start available.  The position may be withdrawn earlier than the close date if an applicant is successfully appointed prior.

We look forward to hearing from you!

