**Job Description Form**

**Housing Services Team Leader**

**Position Details**

**Position Number:**  Generic

**Classification:**  Level 5

**Award / Agreement:**  PSA 1992 / PSGOCSAGA 2017

**Organisational Unit:** Service Delivery – Client Services

**Location:** Various

**Classification Evaluation Date:** 30 September 2016

**Reporting Relationships**

**This position reports to:**

Managing Housing Services, Level 6 / Area Manager, Level 6

**Positions Under Direct Supervision:**

This position has the following subordinates:

* Housing Services Officer, Level 3/4.
* Property Services Officer, Level 3/4.
* Housing and Property Services Officers, Level 3/4.

**About the Department**

The Department of Communities’ mandate is fundamentally about providing pathways to individual, family and community wellbeing. The Department’s direction centres on building safe, strong, secure and inclusive communities that empower individuals and families across Western Australia to lead fulfilling lives.

The Department’s functions and services include disability services; child protection and family support; social and affordable housing; youth justice; community initiatives and remote regional services reform.

The Department provides the opportunity to implement client centred services within a single outcome based framework across community services in Western Australia. This framework also provides for a specific focus on delivering integrated, place based services, recognising that community and individual needs vary significantly between metropolitan and regional communities.

The Department promotes diversity and embraces a high standard of equal opportunity, health and safety, and ethical practice. All employees are required to comply with relevant safety procedures/guidelines and equal opportunity principles at all times.

**Role Statement**

This role manages the coordination and delivery of housing services through supervision and leadership of its team members within the region.

**Duties and Responsibilities**

1. **Mentoring**

1.1. Provide feedback, coaching and proactive support to team members in their development and career growth opportunities.

1.2. Effectively communicate and consult with staff in regards to workplace issues and changes.

1.3. Foster a safe working environment and safe work practices.

1.4. Provide a supportive work environment that recognises and values staff diversity, abilities and contributions.

2. **Training**

2.1. Manage the application of Department of Communities – Housing’s policies, initiatives and systems through the review of team processes and support of staff.

2.2. Deliver training to staff on Department of Communities – Housing’s policies, initiatives and systems.

3. **Supervision**

3.1. Ensure a shared understanding of roles and performance expectations.

3.2. Monitor and review Key Performance Indicators and team outcomes with the responsibility to initiate and implement appropriate strategies to address any issues proactively.

4. **Customer Service**

4.1. Apply and work within the Department of Communities – Housing’s Customer Service Charter and Department of Communities – Housing’s policies and procedures.

4.2. Assist the Manager Housing Services/Area Manager to implement, maintain and enhance the Customer Service Charter within the region.

4.3. Assist the Manager Housing Services/Area Manager in developing new customer service strategies and initiatives for the region.

4.4. Provide support to team members in dealing with those customers at high risk or with complex needs, including liaison with other government departments and external support agencies or advocates.

5. **Other**

5.1. Apply equal opportunity principles and diversity practices, adhere to OSH standards and ensure compliance with Department of Communities – Housing’s policies and guidelines.

5.2. Contributes to the regional management team in operational and strategic planning.

5.3. Other duties as directed.

5.4. Relieves at any other Branch in the Region as required.

**Essential Work-Related Requirements (Selection Criteria)**

**ESSENTIAL**

You will need to be someone who can show us they have a proven track record for:

1. Demonstrated ability to lead, develop and mentor a team to achieve organisational goals and targets.

2. Demonstrated ability to develop and maintain effective internal and external stakeholder relationships, including the general public.

3. Demonstrated ability to manage multiple tasks, prioritise workloads, meet deadlines and work with minimal supervision.

4. Demonstrated ability to work with people from diverse and multicultural backgrounds, and show respect for their cultural differences/needs, in particular, Aboriginal and Torres Strait Islander peoples.

5. Well-developed written and verbal communication skills, especially when responding to sensitive issues.

6. Promote continuous improvement and innovation.

**Desirable Work-Related Requirements (Selection Criteria)**

1. Experience in the management of rental accommodation.

**Essential Eligibility Requirements / Special Appointment Requirements**

1. Appointment is subject to a satisfactory National Police Clearance.

2. Have Australian permanent residency at the time of applying.

3. The occupant of this position must have the ability to travel to and work in various Department Offices in the Perth Metropolitan Area in response to organisational requirements.

4. Possession of a current Western Australian 'C' or 'C-A' Class Driver’s Licence or equivalent, and the ability to travel in response to organisational needs. This requirement continues for the duration of employment in this position and from time to time production of the licence may be required upon request by the Department.

5. Flexibility to undertake intrastate travel and to stay overnight or for short periods.