



Job Description

# Tenant Engagement Officer

Human Resources

<b>Department:</b>	Accommodation Services
<b>Primary Location:</b>	As per contract
<b>Award/Classification:</b>	Social, Community, Home Care and Disability Services Award 2010 (Level 5)
<b>Status of Employment:</b>	As per individual contract
<b>Date Reviewed:</b>	June 2021
<b>Reports To:</b>	Community Inclusion Manager

## Position Summary

The Tenant Engagement Officer's key role is to activate Unity Housing's Community Connect Delivery Plan through engagement, collaboration and connecting with tenants to support sustainable tenancies and community inclusion. The Tenant Engagement Officer will work in close collaboration with the Community Inclusion Manager or their delegate in the context of a regional team and will contribute to developing and delivering planned activities to achieve the outcomes of the Community Connect Delivery Plan.

Key responsibilities will include:

- Maintaining an understanding of tenant needs within the designated region/township and community resources to support these needs.
- Engaging with tenants through applying the principles of Assets Based Community Development and other models of best practice.
- The co-design, delivery and evaluation of tenant and community engagement initiatives within designated timeframes and budget.
- Identifying, building and maintaining neighbourhood and community based relationships to support sustainable tenancies and address social isolation and loneliness.
- Contributing to accessing community grants and other sources of funding to resource and deliver relevant initiatives and projects.

This will be achieved in the context of Unity's Community Connect Delivery Plan which encourages and facilitates positive relationships between Unity, tenants, neighbourhoods and the broader community.

## Key Reporting / Working Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Community Inclusion Manager</li> <li>• Regional Team Leader</li> <li>• Regional Operations Manager</li> <li>• Community Connect Team</li> <li>• Regional Housing Team</li> <li>• Regional Assets Team</li> <li>• Other teams including Marketing and Communications</li> </ul>	<ul style="list-style-type: none"> <li>• Unity Tenants</li> <li>• Advocacy Groups</li> <li>• Community Housing Sector (SA)</li> <li>• Social Support Providers in the Region</li> <li>• Local Councils and Funding Authorities</li> <li>• Corporate Business Partners/Sponsors</li> <li>• Support Agencies</li> </ul>



## Special Conditions

- Hours of work are as per contract
- Position is based at the designated office but there may be a requirement to work across all Unity sites
- A six month probationary period will apply
- 5 weeks annual leave (pro rata for part time). Casuals receive the casual loading in accordance with the relevant Award in lieu of paid leave entitlements
- Operate within Unity's Policy and Procedure framework, as amended from time to time
- Authority to initiate and approve expenditure within financial delegation limits, as per Unity's Delegations of Authority policy (Appendix A - Schedule of Delegations)
- Some out of hours work will be required to achieve Tenant Engagement and Community Inclusion deliverables (including evenings and weekends) which will be negotiated in advance where applicable, and approved overtime or TOIL will apply
- Prior to appointment and on an ongoing basis staff must undergo satisfactory criminal and relevant history screenings
- Current full driver's licence required with no limitations
- This position has mandatory reporting requirements under child protection legislation and appropriate training must be completed

## KEY RESPONSIBILITIES

Tenant Engagement and Community Inclusion	Time Spent (%)
<ul style="list-style-type: none"> <li>• Engage with tenants ensuring a range of engagement options are used to maximise tenant participation.</li> <li>• Develop meaningful relationships with tenants to support their involvement in creating positive change in their housing environment, how services are delivered and managed, their community and their lives more broadly.</li> <li>• Create linkages and referral pathways to assist tenants to access appropriate support services.</li> <li>• Ensure tenants are provided with relevant, quality information using a range of sources and methods.</li> <li>• Apply the highest standards of best practice in performing duties and fulfilling responsibilities including the principles of Asset Based Community Development and the International Association of Public Participation (IAP2) framework.</li> <li>• Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends.</li> </ul>	<p style="text-align: center;"><b>40%</b></p>
Sector and Stakeholder Engagement	Time Spent (%)
<ul style="list-style-type: none"> <li>• Assist in the facilitation of partnerships and collaborative models of working to support the Community Connect Delivery Plan with external organisations.</li> <li>• Contribute to Unity's participation in community events and activities as a way of connecting tenants to local neighbourhoods and informing the community about Unity's role in promoting neighbourhood connections and community inclusion.</li> </ul>	<p style="text-align: center;"><b>15%</b></p>



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Administration and Reporting	Time Spent (%)
<ul style="list-style-type: none"> <li>• Contribute to end of month reporting in accordance with the reporting schedule.</li> <li>• Contribute to the creation of documents and promotional material to a professional standard, complying with branding policy, and appropriate for communication to a variety of target audiences.</li> <li>• Assist with the development of submissions for Community Grants to support the activation of the Community Connect Delivery Plan in the assigned region/township.</li> <li>• Maintain appropriate notes in Unity's SMAART database as required.</li> </ul>	<p><b>40%</b></p>
Other Duties	Time Spent (%)
<ul style="list-style-type: none"> <li>• Any other duties appropriate to the role.</li> </ul>	<p><b>5%</b></p>

Key Performance Indicators
<p>The following areas will be assessed and measured through Unity's Professional Development Program to monitor effective performance in accordance with the requirements of this Job Description, Unity's Policy and Procedure framework, Strategic Plan and the employment contract:</p> <ul style="list-style-type: none"> <li>• <b>Professional practice:</b> may be demonstrated through appropriate project management, timely reporting and compliance, professional interpersonal communication; and taking responsibility for achieving results.</li> <li>• <b>Tenant Engagement and Community Inclusion:</b> may be demonstrated through appropriate consultation and co-design with tenants resulting in neighbourhood and community inclusion and participation; and identifying potential Community Connectors in the designated region to improve Unity's access to 'hard to reach' tenants.</li> <li>• <b>Tenant Advocacy:</b> may be demonstrated by identifying and activating referral pathways for tenancy and social support and providing tenants with relevant, quality information using a range of sources and methods.</li> <li>• <b>Sector and Stakeholder Engagement:</b> may be demonstrated by the facilitation of partnerships and collaborative models of practice to support sustainable tenancy outcomes in the designated region.</li> <li>• <b>Knowledge of the Tenant demographic and social needs of tenants:</b> may be demonstrated by contributing to the ongoing review of current and changing/emerging social needs in the designated region and using this information to inform ongoing tenant engagement and community inclusion initiatives.</li> </ul> <p>Specific Performance Measures (KPIs) will be identified in conjunction with the designated Manager for this role to ensure that outcomes detailed in the above Key Responsibilities are aligned with Unity's Strategic Plan and are properly measured in determining the level of performance.</p>



## Values and Behaviours

All Unity staff are required to model the following behaviours and values and participate in performance reviews and management as directed and in line with published expectations as outlined in the Code of Conduct, Strategic Plan and related documents. These are available on Unity's intranet and website and updated as necessary:

- Respect and social justice
- Innovation and creativity
- Collaboration and partnerships
- Transparent and ethical
- Leadership and professionalism
- Empowering and respectful

## PERSON SPECIFICATION

### Education/Qualifications

#### Essential:

- Qualifications in a relevant discipline such as Social Sciences, Community Development, Social Planning or relevant industry experience.

#### Desirable:

- Training in Asset Based Community Development (ABCD).
- Training in the International Association of Public Participation (IAP2) framework.
- Certificate IV Project Management or similar.

### Experience

#### Essential:

- Strong relevant professional experience.
- Demonstrated skills in tenant/client engagement and community inclusion.
- Ability to effectively engage and establish rapport with both external and internal stakeholders.
- Demonstrated analytical, problem solving and advocacy skills.
- Demonstrated ability to prepare a wide range of reports and correspondence, as well as deliver verbal presentations to a professional standard.
- Ability to work independently and with minimal supervision.
- Experience or ability to work across broad geographical areas.

#### Desirable:

- Previous professional experience in a not-for-profit environment.
- Experience in tender and grant submissions resulting in successful outcomes.
- Understanding of quality systems, particularly in relation to Community Housing Standards.



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Knowledge	
Essential:	Desirable:
<ul style="list-style-type: none"> <li>Principles and models of Community Engagement and Community Inclusion/ Development.</li> <li>Demonstrated proficiency in a range of software applications including the Microsoft Office suite of products.</li> <li>Tender and Grant application processes.</li> <li>Comprehensive understanding of the characteristics and indicators of quality service provision, including tenant satisfaction and customer service.</li> <li>Demonstrated understanding of people experiencing poverty and living with disabilities and/or with challenging behaviours and complex needs.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge and understanding of the current social housing sector, or demonstrated capacity to quickly acquire such knowledge.</li> <li>Awareness of issues and requirements of special needs groups, including geographically or socially isolated adults; low-income households and others.</li> </ul>

**Approval:**

**Chief Executive Officer**

Date: 8 July 2021

I acknowledge receipt of and agree to the duties and expectations as outlined within this job description.

<b>Name:</b>		<b>Signature:</b>		<b>Date:</b>	
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<b>Initials</b>	
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