

Position Description



Title: Private Rental Broker

Business Unit: Homelessness Services

Location: 321 Ferntree Gully Road, Mount Waverley 3149

Employment type: Full Time / Maximum Term

Reports to: Team Leader, Homelessness Services

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

The Private Rental Assistance Program (PRAP) is a preventative intervention that provides holistic support to households experiencing or at risk of homelessness. The purpose of the program is to provide support and practical assistance that is tailored to the needs of each household.

The Private Rental Broker will be responsible for working collaboratively with the PRAP team to assist clients to access, obtain and maintain private rental through support, information provision, referral to services, and be responsible for the administration and distribution of brokerage. This role will build links with regional Homelessness service providers to support early intervention with households at risk.

Scope

Budget: Nil

People: Nil

Relationships

- Internal:**
- Uniting Homelessness and administration teams
- External**
- Clients, families, advocates
 - Department of Health and Human Services, Centrelink, Real Estate Agents, employment services, legal services, health services, emergency relief providers, and other support services

Key responsibility areas

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Service delivery

- In partnership with the PRAP Team, focus on generating and maintaining private rental access opportunities for clients
- Provide information, advocacy and support to clients who secure private rental and respond to requests for support from clients, real estate agents and other services
- Advocate for at risk tenancies and negotiate payment plans
- Build strong relationships with the real estate industry to leverage opportunities
- Establish links and identify referral pathways to community supports, resources, including financial counselling services, education, training and employment supports
- Explore and maintain pathways with education, community recreation and support opportunities using PRAP Plus
- Co-design individually tailored support and housing to enable clients to successfully transition into and sustain private rental tenancy
- Support clients to address support needs which have contributed to their homelessness
- Responsible for administering and distribution of brokerage funding

Community and Interagency Relationships

- Establish and maintain partnerships that provide support to existing and prospective tenants to access or maintain accommodation in the private rental market

People and Teams

- Maintain and understand own role in achieving organizational mission
- Foster collaboration and team work within and across programs and services
- Follow work plans and prioritise key tasks
- Openly share information, participate and contribute to team discussions
- Value diversity in teams and support fellow team members
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Person specification

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Qualifications

- Essential qualifications: Diploma of Community Services, Welfare or related discipline
- Essential: Current valid driver's licence
- Desirable: Tertiary qualification in Social Work, Community Services or related discipline

Experience

- Preferred: 12 months experience in the community services field
- Preferred: Experience in working in the housing and/homelessness sector
- Preferred: Understanding of the Residential Tenancies Act

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Team work:** willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment
- **Professionalism:** executes day to day activities in a positive, respectful and enthusiastic manner
- **Culturally Aware:** values diversity as a strength and positively utilises diversity
- **Client focused:** prioritises the needs of clients
- **Communication:** well developed communication and interpersonal skills
- **Time management:** ability to manage workloads and prioritise tasks
- **Problem solving:** well developed problem solving skills

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

	Employee	Manager
Name:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>