

POSITION DESCRIPTION

Village Manager

Position Title:	Village Manager	
Reports To:	NCCH Community Villages Program Lead	
Direct Reports:	3	
Hours of Work/Status:	Several positions are available. Coverage needed for 7.6 hours per day; 7 days a week	
Modern Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 [SCHADS] Level 5	
Location:	Northern Rivers Locations– NCCH Community Village	
Position Objective:	<p>The Village Manager (Wollongbar) is responsible for the daily running of the NCCH Community Village including the site office, staff and contractors, and resident management.</p> <p>The Village Manager will drive a highly engaged, resident-led, contented, and a vibrant community, through the delivery of on-site services (maintaining optimum occupancy levels, managing client information systems, rostering of staff) in line with NCCH policies and processes, and maintain the Village at the level required to deliver a high-quality standard of living for residents through the Maintenance team and contractors (cleaning and security).</p>	
Qualifications / Experience	<p><i>Essential</i></p> <ul style="list-style-type: none"> • Certificate III or IV in Hospitality, Hotel Accommodation, Community Services or Administration or the equivalent knowledge, skills and experience • Experience in delivery of person-centred customer service • Previous Management experience and/or demonstration of building strong stakeholder relationships 	
Key Relationships:	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> • NCCH Community Villages Program Lead • Executive Management Team • Tenancy Team • NCCH Team members working in the program 	<ul style="list-style-type: none"> • NCCH Community Village Residents • Department of Communities and Justice • Services NSW • Resilience NSW • Local health and human services providers • Police and Emergency Services • Community agencies, including support services providers
Summary of Key Areas:		
	<ol style="list-style-type: none"> 1. Village Management 2. Occupancy Management 3. Property Management 4. Client and Community Relationships 5. Safe System of Work 	
1. Village Management	<ul style="list-style-type: none"> • Development and implementation of Village service strategies and action plans • Oversee service delivery including safety, cleaning and maintenance • Ensure operations are aligned to NCCH service standards and legislation • Rostering of village staff to meet service requirements • Foster a culture of team cohesion, personal growth and excellence in service delivery • Respond to client telephone and face-to-face enquiries within set timeframes. 	
2. Occupancy Management	<ul style="list-style-type: none"> • Manage the services of a Village which is in operation 7 days a week • Prepare occupancy establishment documents in accordance with set company guidelines and procedures and maintain required relevant documentation processes and filing in New Book 	

	<ul style="list-style-type: none"> • Show and offer properties to housing clients nominated by the Allocation Coordinator • Investigate and take appropriate action in relation to nuisance and annoyance, neighbour and all other complaints • Identify residents with complex needs and at risk, and establish and maintain effective relationships with those residents and support services. Make appropriate referrals to support services where necessary • Data entry and maintain household resident profile data in New Book • Maintain Occupancy Agreement and supported housing agreement data • Document management, filing and data base entry in New Book • Travel as required to manage the Village, attendance at relevant meetings and to NCCH's other branch offices.
3. Property management	<ul style="list-style-type: none"> • Perform property inspections • Conduct ingoing, outgoing and pre-vacate property inspections at the beginning and end of each tenancy and after completion of property maintenance • Complete reports and data entry requirements for all property visits in accordance with set company guidelines and procedures and maintain required relevant documentation processes and filing in New Book • Complete full "Property Condition Reports" prior to commencement and upon the end of each tenancy and ensure they are uploaded to New Book • Identify Maintenance needs and report to Asset Management Team • Ensure required repairs are completed following each inspection and upon reasonable tenant request • Manage vacant NCCH properties, including organising routine repairs and housing relet allocations within contracted timeframes.
4. Client and community relationships	<ul style="list-style-type: none"> • Liaise directly with other community agencies working in partnership with NCCH • Ensure appropriate consent to share information is authorised before exchanging information • Liaise with local community • Establish and maintain effective relationships with support agencies and stakeholders.
5. Safe System of Work	<p>All NCCH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> • accept personal responsibility for maintaining safe workplace and work practices • understand and work to NCCH's Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions • undertake work in a manner that is not harmful to your health and safety and the health and safety of others • work in compliance with WHS system requirements and workplace environments, in particular; Safer Home Visiting, manual handling, personal protective equipment and emergency situations • comply with Risk Management policies, procedures and work instructions • monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents • correct minor hazards where applicable; and • attend and actively participate in WHS and other mandatory training.
Other	<ul style="list-style-type: none"> • Undertake other duties, responsibilities or projects as directed by management.
Key Behavioural Competences:	<p>Action Oriented - Enjoys working hard; is action oriented and full of energy for the things that he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.</p> <p>Approachability - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.</p> <p>Composure - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times;</p>

can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.

Client Focus - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand clients information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect.

Priority Setting - Spends their time and the time of others on what's important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

Organising - Can marshal resources (people, funding, material, and support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.

Written Communications - Is able to write clearly and succinctly in a variety of communication settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence.

I have read, understand and accept the above Position Description relating to the Position I have been appointed to:

Name: _____

Signature: _____

Date: _____

Manager's Name: _____

Signature: _____

Date: _____