

## **POSITION DESCRIPTION – WEST TURK**

Updated February 2019

**Title:** Housing Co-operative MANAGER

**Reports to:** Board of Directors

**Internal Relationships:** The Manager relates to the West Turk Housing and Elderly Services Co-operative Ltd Board of Directors, members and prospective members.

**External Relationships:** The Manager, is responsible for establishing and maintaining effective partnerships and working relationships with a range of people and organisations including: State government (particularly the Department of Health and Human Services), other community housing organisations and community service agencies, peak bodies (particularly the Community Housing Industry Association of Victoria), local government, contractors, local media, community groups, prospective members/tenants and members of the public.

### **1. POSITION OBJECTIVE**

The Manager will be responsible for the following:

- The effective and efficient operation of West Turk in keeping with the rules and policies that govern the Co-operative.
- The implementation of the strategies and actions outlined in the West Turk Strategic and Business Plans.
- Provision of tenancy and property management services in accordance with West Turk's policies and procedures.
- Ensuring the Co-operative meets all regulatory and legal compliance requirements.
- To work with the Board of Directors to manage the development of the Co-operative as a Registered Housing Provider.
- Establishment and maintenance of effective external relationships including representing West Turk at external forums and meetings.
- Effective management of volunteers.
- To ensure that development and strengthening of the Co-operative membership is at the core of all activities.

### **2. KEY RESPONSIBILITIES AND DUTIES**

#### **Resourcing the West Turk Board of Directors**

- The Manager will report directly to the Board of Directors. The manager is ex-officio secretary of the Co-operative and will attend Board and general meetings and maintain records of proceedings of meetings and decisions taken.
- The Manager will support the Board of Directors to meet its compliance and legal responsibilities. This will include undertaking financial audits and submitting all reports to relevant bodies/agencies on time.
- The Manager will assist and resource the Board of Directors, as well as sub-committee members so that they are able to participate actively in decision making. This will

include the translation (or facilitation of translation) of relevant board documents for both English and Turkish members.

- Prepare and send out the Agenda and Minutes in collaboration with the Chairperson and maintain attendance registers.
- Report on agenda items as required.
- The Manager with the Board of Directors will develop a detailed work plan based on the Strategic and Business Plans. Monthly, quarterly and annual reviews will be based on this work plan.
- Assist the Board to attract a mix of committed, skilled and experienced members, and provide effective orientation and on-going training and development opportunities.
- Provide assistance to the Board to develop a clear strategic direction for the Co-operative and the outcomes or benefits the Board wants to provide for tenants/members and others.

### **Finance**

- Responsibility for financial planning, management and reporting processes in keeping with the Co-operative's policies and procedures;
- Oversee the General Lease, the Community Capacity Building (CCB) and the Asset Management budgets.
- Prepare annual budgets for the consideration and endorsement by the Board
- Conduct an annual review of the Business Plan with the Board.
- Prepare monthly performance budget reports for the Board.
- Conduct quarterly financial review of the Business Plan and budget performance.
- Ensure annual financial reports are prepared and audited in accordance with relevant laws, funding requirements and relevant accounting standards.
- Identify funding sources and prepare funding submissions as appropriate.
- Manage the Co-operative's bank accounts and term deposits
- Manage the MYOB accounting system
- Prepare and submit Business Activity Statements

### **Policy Development**

- Work with the Board and membership to review and develop West Turk's policies on an on-going basis, especially with respect to the Strategic and Business Plans.
- Implement the planning and evaluation cycle for West Turk; including reviewing and updating work and action plans.
- Work to fully comprehend governance policies and to continually improve operational policies.

### **Asset Planning and Growth of West Turk**

- Research availability of capital grants and funding sources for the purpose of increasing the supply of affordable housing and property holdings of the Co-operative.
- Support the board to oversee and guide the management and potential growth of the housing stock and build relationships externally critical to the Co-operative.
- Prepare applications /submissions to relevant organisations to secure capital funding for additional properties.

- Manage projects around property re-developments and purchase of new properties.

### **Reporting and Funding**

- Be responsible for ensuring all compliance requirements are met within established time frames, including Reports to the Department of Health and Human Services, Housing Registrar, Registrar of Co-operatives, Australian Taxation Office, Australian Charities and Not-for-profits Commission and any other agencies, including state government funding and administrative arrangements and registration requirements.
- Be responsible for formal complaints and appeals processes.
- Work with the Board to develop clear ways to report to members and other stakeholders.

### **Tenancy and Property Management**

- Provide property and tenancy management functions for West Turk's managed housing stock, including tenancy sign up, tenancy management, maintenance reporting, asset management and rent collection processes.
- Provide tenancy and property management services in accordance with West Turk's policies and procedures.
- Manage tenancies in accordance with the Residential Tenancies Act.
- Ensure landlord responsibilities are met as required under the Residential Tenancies Act.
- Represent West Turk at the Victorian Civil and Administrative Tribunal as required.
- Conduct annual rent reviews and timely rent adjustments.
- Manage the collection of rent arrears.
- Manage new housing applications ensuring eligibility of applicants.
- Assist the Board or Board-appointed delegate (NB: this could be a committee) to select new members.
- Enter into tenancy agreements with new members in accordance with established policy.
- Maintain tenant and property files and records in accordance with the Chintaro database and ensure confidential records are appropriately kept.
- Ensure key performance measures are being met and develop strategies to resolve where this is not occurring.
- Ensure responsive and vacated maintenance is recorded and reported in accordance with policy and procedures.
- Arrange property inspections as required.
- Provide information and correspondence to West Turk members/tenants as required.

### **Human Resources**

- Ensure compliance with the Social, Community, Home Care & Disability Services Industry Award 2010.
- Ensure compliance with legislative requirements regarding taxation, superannuation and Occupational Health and Safety.
- Update changes to payroll including pay rates and entitlements as required.
- Ensure compliance with salary packaging arrangements
- Maintain annual and personal leave records.
- Identify training and professional development opportunities for self and the Board as required.

### **3. ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The Manager is accountable and responsible to the West Turk Board of Directors for the effective and efficient operation of West Turk and in particular for the implementation of the strategies and actions outlined in the West Turk Strategic Plan, annual Business Plan and in agreements with government and funding agencies.

The Manager operates independently within the framework of West Turk's constitution, policies and annual business plan. He/she should be mindful at all times of the Co-operative structure as the basis of decision making and of the Board of Director's role as governors of the organisation.