



Our Organisation

Migrant Resource Centre Tasmania (MRC Tas) is a not-for-profit organisation that works alongside people from refugee and migrant backgrounds, so individuals and communities throughout Lutrawita/Tasmania thrive. We provide effective, targeted and meaningful services in the South, North and North West of the State.

Our Vision

A thriving and diverse Lutrawita/Tasmania, where everyone is valued and everyone belongs.

Our Mission

To ensure people from migrant and refugee backgrounds in Tasmania are safe, included, and are shaping decisions that affect their lives.

Values

Safety, Respect; Compassion; Collaboration; Belonging

Our People

Migrant Resource Centre Tasmania promotes an environment where all workers are responsible for the success of the organisation and positive outcomes for our clients and our community. Our depth of experience and cultural diversity is considerable. We take advantage of this specialist knowledge and encourage open communication, innovation and creative thinking.

We care about our workers and are committed to supporting the health, safety and wellbeing of everyone at MRC Tas. Our staff and volunteers are our most valued asset and are a critical factor in the quality of services we provide. We are committed to the health and wellbeing of our people, encourage skill extension, and competency development and will endeavour to be flexible to individual circumstances. We want our workers to benefit from their experience, be resilient and accountable and demonstrate the behaviours and values important to our organisation.

Position Title:	Manager - Accommodation Services Program
Location:	Hobart
Supervisor / Manager:	Executive Manager - Specialised Services
Award and Level:	SCHADS Level 7
Direct Reports:	1

About the Program

At MRC Tas, we care deeply about our relationships with the communities we work with and strive to deliver projects and programs which meet their needs.

This role leads and manages the Accommodation Services Program, which provides accommodation and tenancy support to humanitarian entrants and skilled migrants, and property management for accommodation facilities owned or managed by the Migrant Resource Centre Tasmania. The program is dedicated to delivering safe, culturally sensitive accommodation that address the unique vulnerabilities and needs of refugees and migrants.

PRIMARY PURPOSE OF THE POSITION

Reporting to the Executive Manager - Specialised Services, the Manager - Accommodation Services Program is a senior position which works within the MRC Tas leadership team, including Program Managers, to lead MRC Tas accommodation facilities in the South of the State. The role has both an internal and external focus, identifying and working in partnership with communities, businesses, community service organisations, MRC Tas programs and other stakeholders.

This role is responsible for managing the MRC Tas accommodation sites located in Goodwood and New Town, including site maintenance and development, tenancy management and support, site orientation and operations, developing and maintaining relationships with accommodation stakeholders, managing site and resident risk, and managing the delivery of associated funded projects. The role is responsible for the maintenance of safe and supportive onsite communities and the management of onsite accommodation services. Under the guidance of the Executive Manager - Specialised Services, the role is responsible for coordinating strategies, partnerships and delivery of activities at both sites.

This role directly supervises an Accommodation Officer, who supports site maintenance and tenancy administration across both sites. The role also oversees a regular maintenance contractor engaged on an ongoing basis for general site upkeep and liaises with other contracted providers as required.

This position will review and make recommendations on the scope, budget, and timelines of projects, advise of project risks and provide recommendations on how to mitigate those risks, and seek and realise opportunities for growth to meet identified needs. The role will be responsible for identifying resources needed to implement projects, including any expansion of services, and for recruiting and onboarding appropriate positions. This position will be required to manage multiple priorities at any one time.

Delegated Authority

Under the general direction of the Executive Manager – Specialised Services, the Manager will exercise a significant degree of autonomy in leading MRC Tas's accommodation services and associated initiatives. The role holds delegated authority to exercise managerial responsibility for the Accommodation Services Program across the Goodwood and New Town sites, including but not limited to tenancy management, planning workload priorities and coordinating strategies, partnerships and activities, and supporting the effective strategic and operational delivery of the Accommodation Services Program within legislation, established organisational frameworks, policies and budgets.

This role is expected to exercise initiative and professional judgment in its decision making and to utilise its knowledge and experience to navigate situations where guidelines and directives may not be explicitly outlined, including in the review, development, implementation and evaluation of the MRC Tas Accommodation Services Program, the management of associated funded projects, and the identification and resourcing of positions required to deliver them.

The Manager is also authorised to represent and explain the views of MRC Tas at community, agency and stakeholder meetings and forums relevant to the Program, and to negotiate on behalf of MRC Tas with communities, community service organisations and other stakeholders in matters relating to the Program.

POSITION RESPONSIBILITIES

The key responsibilities of the Manager – Accommodation Services Program will include, however are not limited to:

Position Specific

1. Leadership and Management

- a) Under the direction of the Executive Manager – Specialised Services, work collaboratively with the CEO, CFO, Executive Managers, Program Managers and Coordinators to ensure quality services are experienced by clients and stakeholders.
- b) Develop and implement strategies that build and maintain programs and activities with a positive impact on residents and communities from culturally diverse backgrounds at MRC Tas accommodation sites.
- c) Evaluate Accommodation Services Program operations for effectiveness against strategic initiatives.
- d) Provide onsite leadership for a small project team, building and motivating team members to meet goals, adhere to their responsibilities and project milestones.
- e) Define success criteria and disseminate them to involved parties.
- f) Set and continually manage expectations working across the organisation, program partners and stakeholders, while delegating and managing deliverables with team members and across MRC Tas service delivery and support functions.
- g) Monitor, track and control outcomes to resolve issues, conflicts, dependencies and critical path deliverables.
- h) Deliver appropriate and effective executive-level communication.

2. Strategic Partnerships and Stakeholder Engagement

Working under the supervision/direction of the Executive Manager - Specialised Services, this position will:

- a) Build and mature strategic partnerships with key stakeholders who will support delivery of the organisation's vision for the Goodwood and New Town sites, including state and local government, community organisations, groups and individuals.
- b) Liaise with a broad range of external stakeholders including legal representatives, private industry, suppliers and contractors, corporate volunteers, and people newly arrived in Tasmania.
- c) Represent and promote MRC Tas's vision, and negotiate on behalf of MRC Tas in matters relating to the Accommodation Program.
- d) Identify and secure opportunities to build resources and enhance accommodation facilities.
- e) Identify strategic planning opportunities for accommodation site improvement and expansion.
- f) Provide orientation to accommodation sites for new residents, engaging bicultural workers or interpreter services as required.

3. Accommodation Management and Compliance

- a) Lead the establishment and regular review of practices, templates, policies, procedures and tools required to embed and maintain high-quality, safe and culturally responsive accommodation services.
- b) Assess supplier and contractor quotes and oversee facility and accommodation operations to ensure delivery aligns with agreed scope, cost, legislation and quality requirements.
- c) Identify, assess and mitigate risks relating to staff, clients, facilities, reputation and neighbouring residents.
- d) Maintain and apply business continuity procedures for accommodation sites in the event of an emergency, in accordance with established MRC Tas protocols.
- e) Exercise professional judgement in managing conflicts between residents, responding to neighbour complaints, and issuing initial warnings in line with MRC Tas policy and relevant legislation.
- f) Maintain extensive knowledge of, or demonstrate ability to rapidly acquire, relevant tenancy and building legislation, including the ability to process Notices to Vacate and manage eviction processes in accordance with legislative requirements.
- g) Oversee tenancy management processes across both sites, including tenancy agreements, rent and arrears management, and property inspections, and provide tenancy support to residents to help sustain successful tenancies.
- h) Foster safe, respectful, inclusive and culturally responsive accommodation communities that support the wellbeing, dignity and safety of residents.
- i) Engage with residents to understand their needs, respond appropriately to concerns and interpersonal conflicts, and identify opportunities to improve the quality and effectiveness of accommodation services.

- j) Facilitate culturally appropriate communication and engagement with residents, including through Bicultural Workers and interpreter services where required.
- k) Work collaboratively with MRC Tas programs, community service organisations and other relevant stakeholders to connect residents with appropriate support, information and services.
- l) Meet workplace health and safety obligations including fire warden and evacuation coordination responsibilities across accommodation sites.

4. Special Conditions

- a) The incumbent is required to participate in the Accommodation Services On Call roster.
- b) Access to own vehicle and willingness to travel between sites within the Hobart area as required.

Organisational

1. Work, Health and Safety

- a) Understand and comply with WH&S policies and procedures and legislative requirements.
- b) Support a work culture that identifies and manages hazards and promotes a healthy and safe workplace.
- c) Identify risks and enhance risk management processes.

2. Personnel

- a) Participate in internal individual consultation and supervision on a regular basis.
- b) Participate in educational and professional development programs.

3. Other duties

- a) Perform other duties as required commensurate with Award level.

Selection Criteria

Essential

1. Exceptional leadership skills, with significant experience in senior leadership roles and the diplomacy and motivation to lead effectively up, across and down the organisation.
2. Demonstrated stakeholder management skills, across a range of sectors.
3. Understanding of the needs of Tasmania's new migrant communities, including housing and tenancy, along with the ability to identify, develop and implement strategies to meet their needs.
4. High-level problem solving, liaison and network building skills, including with culturally diverse communities.
5. Highly developed written and verbal communication, interpersonal and facilitation skills, including ability to communicate with people from diverse backgrounds.
6. Demonstrated skills in project management and policy development.
7. Knowledge of, or demonstrated ability to rapidly acquire, tenancy and building legislation, including the ability to process tenancy agreements, Notices to Vacate and manage eviction processes in accordance with legislative requirements.
8. Demonstrated experience managing accommodation or residential sites with occupancy of 50 or more people.

Desirable

9. Experience of or sound understanding of issues facing people and families with migrant and humanitarian backgrounds.
10. Experience of managing and overseeing the full lifecycle of accommodation.

Note

MRC Tas is committed to the safety, wellbeing, participation and empowerment of children and young people. We seek to prevent harm of any kind impacting children and young people and have zero tolerance for racism, child abuse and inequality. This is reflected in our robust policies and procedures. Children and young people's rights, relationships, identity, and culture must be recognised and respected, their voices heard, and their concerns acted upon. We aim to foster a culturally safe, child safe and child friendly environment for all children and young people we have contact with, deliver services to, or who are impacted by our work. All staff, volunteers, contractors, and clients are expected to conduct themselves in a manner which is consistent with the Tasmanian Child and Youth Safe Organisations Framework.

MRC Tas values diversity and inclusion and is an equal opportunity employer. Applications from under-represented groups, including people with disability, people with caring responsibilities, LGBTIQ+ people, Aboriginal and Torres Strait Islander people and those from culturally and linguistically diverse backgrounds are encouraged and supported.

Employment is subject to the successful completion of a National Police Check and Working with Vulnerable People registration. MRC Tas can organise these for the preferred candidate.